Australian Government

National Indigenous
Australians Agency

NIAA

First Nations Digital Inclusion Plan (2023-26)
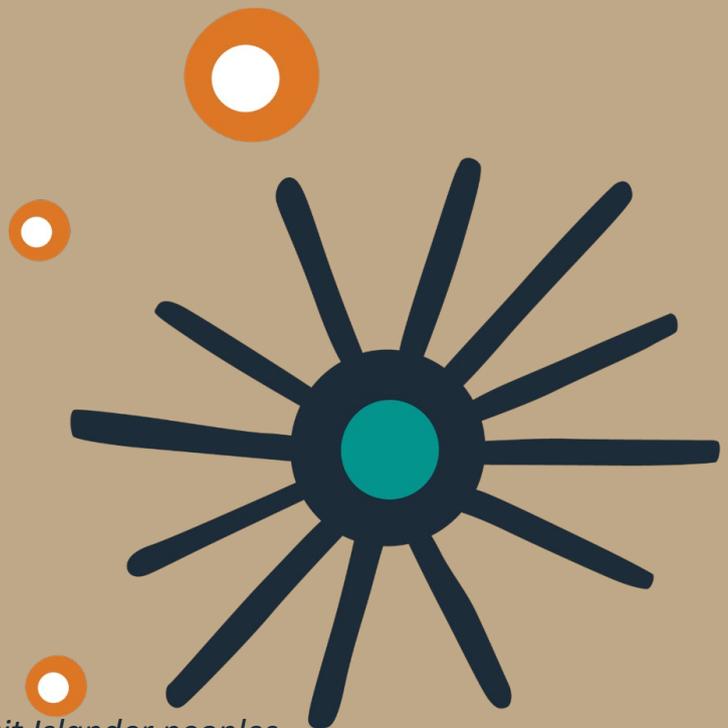
Working with Aboriginal and Torres Strait Islander peoples

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Ministers' Foreword

We are undergoing an exciting period of global shifts and rapidly changing digital technologies that affect how we interact with the world and the ways we work, access entertainment and communicate. Recent years have seen an accelerated move to online engagement for service delivery, work, education and entertainment. Digital inclusion is not a new concept, but with significant recent shifts in the way we use technology, it is more important than ever. Digital inclusion is a building block for education, health, innovation, business, and employment opportunities. It also provides significant new opportunities to strengthen cultural identity for First Nations people.

Digital access is fundamental to the economic, social, and environmental wellbeing of First Nations people. Understanding how to operate and engage with the digital world also creates opportunities for lifelong learning and resilience. That is why digital inclusion is considered as part of the Access to Information target (Target 17) under the National Agreement on Closing the Gap.

This First Nations Digital Inclusion Plan has been developed to address some of the challenges that First Nations people face in participating in the digital environment. This Plan also acknowledges the substantial opportunities to be gained from connecting First Nations people with the technology sector, by accessing the rich diversity of knowledge, talent and innovation that is needed to help build the digital future. The Plan recognises the significant efforts that are already underway to improve First Nations digital inclusion, and address outcomes under the National Agreement on Closing the Gap.

The Plan builds on the Australian Government's commitment to meet the aspirations, hopes and visions of First Nations people in line with the Uluru Statement from the Heart. This includes a commitment to implementing an Aboriginal and Torres Strait Islander Voice to Parliament, allowing First Nations people to have a say on the policies and programs that affect their lives, and driving change to help remove inequity.

Digital inclusion is complex and multi-faceted. The Plan considers three critical domains of access, affordability and digital ability. Each of these areas reflects a number of underlying challenges that can affect different groups of First Nations people, as well as highlighting the opportunities that exist.

Although the Australian Government is playing an important role in supporting efforts to improve digital inclusion, it is critical to recognise the contribution that state and territory governments and the private sector are making, and the importance of continued partnerships that encourage the growth of First Nations businesses and entrepreneurs. Thank you to all of the stakeholders who have been instrumental in the drafting of the Plan through your participation in roundtables, workshops, and submissions to the discussion paper.

The Australian Government is committed to work in partnership with First Nations people to remove the barriers to full participation in the digital world. The technology sector recognises the talent and innovation of First Nations people in contributing to this rapidly changing digital environment. Our vision for the future is for First Nations people to be full participants, benefiting from the significant opportunities in this growing sector, and helping to lead all of Australia to the digital future.

THE HON LINDA BURNEY MP
MINISTER FOR INDIGENOUS AUSTRALIANS

THE HON MICHELLE ROWLAND MP
MINISTER FOR COMMUNICATIONS

Introduction

Purpose

The First Nations Digital Inclusion Plan (the Plan) provides a strategic framework and suite of actions through which Australian Government agencies will work in partnership with First Nations people to improve their digital inclusion through to 2026. It provides strategic guidance and proposes measures to enhance opportunities for First Nations people to access the benefits of participation in the digital world. The Plan recognises that governments have a key role to play but that collaboration with communities, non-government organisations, business and industry is required to develop a secure, sustainable and inclusive digital future for First Nations people.

Background

The Plan calls into focus Target 17 of the National Agreement on Closing the Gap – by 2026: Aboriginal and Torres Strait Islander people have equal levels of digital inclusion. The Australian Government, represented by the National Indigenous Australians Agency (NIAA), developed the Plan with relevant members of the Coalition of Peaks, Aboriginal and Torres Strait Islander organisations and businesses and industry. The Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA), the First Nations Digital Inclusion Advisory Group, Australian Government agencies and relevant state and territory government agencies also contributed to development of the Plan.

First Nations digital inclusion – current situation

Advances in digital technology have revolutionised the way Australians live, work, study and interact with each other. The Australian Government is progressively delivering services on digital platforms, and digital technologies are increasingly important in staying connected to family and community. The Australian technology industry has experienced enormous growth in the past decade, which provides significant opportunities for First Nations people to contribute to this growing sector.

Digital connectivity is central to participating in the economy and society. Digital inclusion has the potential to support and improve quality of life by:

- enhancing business and enterprise development;

- providing opportunities for learning and skills development;

- improving economic, social and environmental wellbeing;

- facilitating more efficient delivery and uptake of critical services, including healthcare; and

- supporting new ways to strengthen cultural identity, traditions and activities and enhance connections to community and Country.

Digital inclusion is about ensuring all Australians are able to access, afford and benefit from digital technology and the associated socio-economic opportunities. First Nations people are engaging with digital technologies to access essential services, maintain culture and language, engage in education and learning, foster leadership, nurture social connections, and encourage entrepreneurship. However, the challenges accessing and using digital

technology experienced by many First Nations people potentially lead to poorer outcomes, diminished wellbeing and opportunities. Access to the benefits of digital technology is increasingly considered important for supporting human rights, including in areas such as social, economic and political participation. Realising Outcome 17 of the National Agreement on Closing the Gap will provide Aboriginal and Torres Strait Islander people with access to information and services that enable informed decision making regarding their own lives.

The Plan is structured around the three elements of digital inclusion identified in the Australian Digital Inclusion Index (ADII): access, affordability and ability. The ADII survey, funded by Telstra, is a collaborative partnership between RMIT University, Swinburne University of Technology and Telstra. This survey has shown an ongoing gap between the (national average) digital inclusion levels of First Nations and non-Indigenous Australians (noting that there are limitations of the ADII in relation to First Nations people with regard to sample size and limited data collection in remote communities).

First Nations people have a relatively low level of digital inclusion -7.5 points below the ADII 2023 survey national average score for non-First Nations people (see Figure 1). The digital inclusion gap between First Nations people and non-Indigenous Australians is evident across the three elements of access, affordability and digital ability. ADII case studies have shown that digital inclusion for First Nations people, particularly in relation to access and affordability diminishes with remoteness.
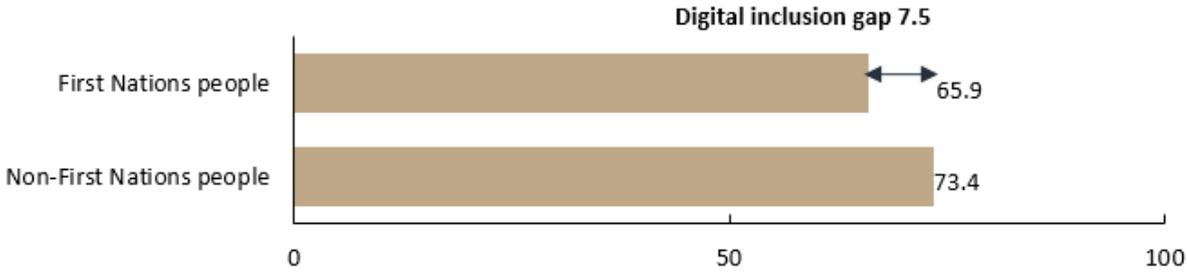

Figure 1: 2023 ADII digital inclusion gap between First Nations people and the national average (Maximum 100 points)

Developing the Plan

The Plan is informed by the knowledge, insights and experience of a broad range of stakeholders, including the First Nations Digital Inclusion Advisory Group and Expert Panel, First Nations peak bodies (First Nations Media Australia and the National Aboriginal Community Controlled Health Organisations); First Nations organisations and businesses; industry; consumer groups; and the non-government sector. Australian Government and state and territory government agencies also contributed to the Plan.

The consultation process commenced in September 2021 and included:

- publication of a discussion paper, which received 37 written submissions;
- six virtual roundtable workshops with 112 participants; and
- targeted one-on-one stakeholder meetings (11 meetings).

In 2021, a Stakeholder Working Group (SWG) was established to embed First Nations voices and perspectives into the Plan. The SWG included representatives from eleven organisations (First Nations peak bodies, organisations and businesses, industry, non-government organisations and academia). Of the eleven representatives, seven people identified as a First Nations person or represented a First Nations controlled organisation. Two SWG workshops were held in early December 2021, with a follow up meeting in February 2022.

The Plan focuses on the needs of First Nations people living in regional and remote areas who are known to experience lower levels of digital inclusion. While acknowledging that there are also challenges to digital inclusion for First Nations people living in urban areas, there is limited availability of quality data to identify and understand these.

While this Plan is focussed on digital inclusion it is acknowledged that First Nations people use a range of mechanisms to access information including media and broadcasting services. This Plan is one aspect of a range of activities being undertaken to address Outcome 17 of the National Agreement on Closing the Gap.

Strategic Framework

The Plan focuses on three elements of digital inclusion: *access, affordability* and *digital ability*. It also considers the need for improved data to measure improvements in digital inclusion for First Nations people. The Plan focuses on the needs of First Nations communities in regional and remote areas. However, many of the actions identified in the Plan will also benefit First Nations people living in urban locations.

The Plan will apply from 2023 to 2026, consistent with the period of the *Access to Information* target (Target 17) under the National Agreement on Closing the Gap.

The strategic framework for the Plan is illustrated in Figure 2. The framework establishes a set of principles and actions that can be applied to facilitate and support improvements in digital inclusion for First Nations people. The strategic framework includes mechanisms to ensure elements of the Plan are developed and implemented in partnership with First Nations people.

Figure 2: First Nations Digital Inclusion Plan Framework
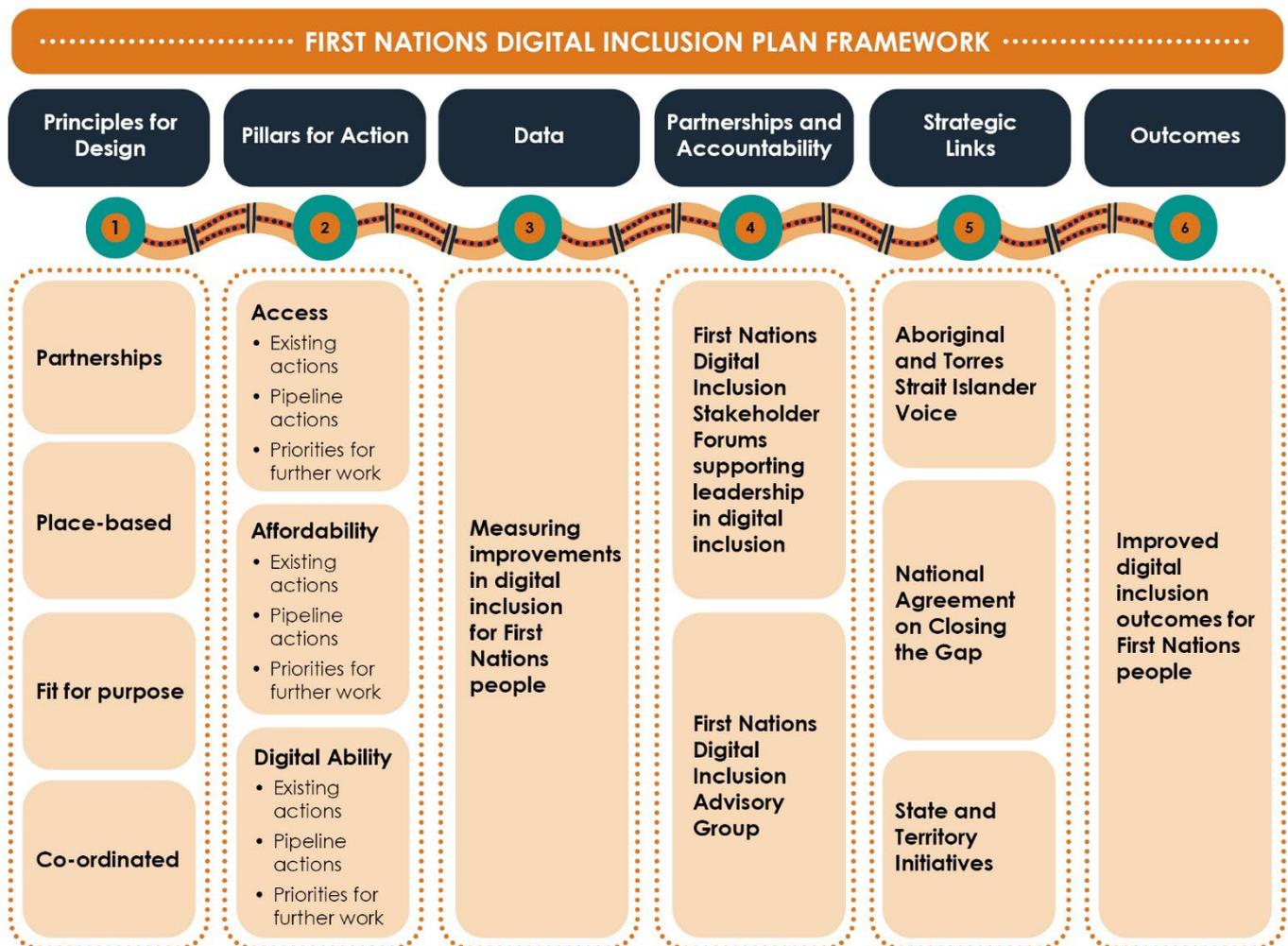
[Text alternative for Figure 2: First Nations Digital Inclusion Plan Framework](#)

Principles for policy and program design

The Plan reflects good practice principles for the design and implementation of appropriate, efficient and effective measures to facilitate and support improved digital inclusion for First Nations people. These principles consider the diverse and complex circumstances of many First Nations communities, particularly in regional and remote locations.

Good practice principles support genuine partnerships with First Nations people. The design and implementation of Australian Government policy and program measures that relate to digital inclusion for First Nations people should include:

1. **Partnerships** – activities should be designed in partnership with First Nations people and communities, consistent with principles outlined in the National Agreement on Closing the Gap.

2. **Place-based** – activities should be designed with sufficient flexibility to enable tailored delivery in individual locations to ensure activities are relevant to local communities.

3. **Fit for purpose** – activities should consider the actual circumstances of targeted users, including levels of digital inclusion, literacy, geographic and socio-economic circumstances. Activities should also reflect end-user needs and interests.

4. **Coordination of effort** – activities should be coordinated with Australian Government, state and territory governments, non-government organisations and the private sector. Where possible, actions should leverage existing activities and avoid duplication.

Policy pillars and actions

A comprehensive approach to improving digital inclusion for First Nations people needs to consider three integral policy pillars of **access, affordability,** and **digital ability**.

Access – how and where telecommunications services are accessed and the reliability of these services. The types of devices used to access telecommunications, and the ability to effectively access critical services to support daily living.

Affordability – the financial barriers to accessing digital technology, including access to service connections and data allowances.

Digital Ability – an individual's capacity to engage effectively and safely with digital technologies.

Actions identified in the Plan are generally categorised as addressing one or more of the digital inclusion pillars. Actions are further identified as:

- **Existing actions** are currently being undertaken by the Australian Government, state and territory governments, non-government organisations or by the private sector.

- **Pipeline actions** are recently announced or funded actions that will be implemented in the short and medium term.

- **Priorities for further work** were identified during the consultation process and provide a direction for future government action during the life of the Plan.

Data

Access to data on digital inclusion for First Nations people will support ongoing policy and program design during the life of the Plan and will enable evaluation of the effectiveness of the measures identified. Good quality data will also provide a basis for understanding achievement of outcomes under the National Agreement on Closing the Gap. Further work is required to develop a good coordinated strategy for measuring and tracking digital inclusion that will support these outcomes.

Development of data resources will also need to consider notions of data sovereignty and options to enable First Nations people and communities to use the data to progress their own development agendas.

Partnerships and accountability in progressing the Plan

The Australian Government will implement the Plan in partnership with First Nations people, together with state and territory governments, industry and non-government stakeholders during the life of the Plan. Collaboration and coordination between First Nations communities, business, industry and governments is essential for delivery of the Plan.

The Government has established the **First Nations Digital Inclusion Advisory Group** (the Advisory Group), which works in partnership with First Nations people in developing advice to the Minister for Communications on practical measures to support digital inclusion. The Advisory Group's advice will be guided by the objectives and priorities set out in the National Agreement on Closing the Gap and the Plan, including the importance of shared decision-making in design, implementation and monitoring. The Advisory Group is supported by DITRDCA.

Separately, NIAA and the Advisory Group will jointly host annual First Nations Digital Inclusion Forums to provide an opportunity for stakeholders to continue to embed First Nations perspectives and monitor and advise on the progress of the Plan, including delivering advice on possible actions. Forum participants will represent First Nations community stakeholders, business, industry and government. Forums will also support monitoring, evaluation and reporting of progress against the Plan. All Australian Government agencies have a responsibility to report against the National Agreement on Closing the Gap in their Annual Reports, and through to the Closing the Gap team in the NIAA. This reporting will encompass monitoring and evaluation against any digital inclusion activities.

Priorities for further work

- The NIAA will work in partnership with key First Nations stakeholders and with the First Nations Digital Inclusion Advisory Group to consider opportunities to continue to **strengthen and enhance leadership** in progressing long-term improvements in digital inclusion for First Nations people.

- The NIAA will work in partnership with key stakeholders in the technology sector, to explore the opportunities for First Nations people to **build capability in emerging technologies and work in this growing sector**.

Relationship to key reforms

The Plan will support improvements in digital inclusion for First Nations people enabling greater access to the benefits arising from digital technology. This will support enhanced outcomes through the following key reforms and initiatives.

Aboriginal and Torres Strait Islander Voice

First Nations people have long called for a greater say on the services, policies and laws that affect their lives, and to overcome their present levels of exclusion from decision-making about the matters that affect them. The Australian Government is committed to implementing the Uluru Statement from the Heart in full and will hold a referendum to enshrine an Aboriginal and Torres Strait Islander Voice in the Constitution in this term of Parliament. The Aboriginal and Torres Strait Islander Voice will be an independent, representative advisory body for First Nations people.

Future inclusion activities associated with the Plan will be guided by the principles, enabling First Nations people greater control and a voice in their own affairs.

National Agreement on Closing the Gap

The Australian Government is committed to removing barriers to full participation for First Nations people, and closing the gap across a range of socio-economic outcomes. The National Agreement on Closing the Gap was developed through a partnership between Australian governments (Commonwealth, state and territory and local governments) and the Coalition of Aboriginal and Torres Strait Islander Peak Organisations. The Agreement includes 4 Priority Reforms and 17 outcomes, directly informed by First Nations people. These reforms and outcomes are central to the Agreement and will strengthen the community controlled sector and change the way governments work with First Nations people and communities.

National Agreement on Closing the Gap - Priority Reform Four

This Priority Reform aims for First Nations people to have access to, and the capability to use, locally relevant data and information to set and monitor the implementation of efforts to close the gap, their priorities and drive their own development. Identifying the most effective ways to gather, share, link and access data on First Nations digital inclusion is a foundational element to measuring performance against Closing the Gap outcomes.

Consultations with stakeholders confirmed there is a lack of quality data available to measure characteristics of digital inclusion for First Nations people across the elements of access, affordability and digital ability. While the Australian Digital Inclusion Index (ADII) is useful in providing high-level information, it uses relatively small sample

sizes for First Nations people in urban and regional Australia. The 2023 ADII dashboard and report incorporate survey results from ten remote First Nations communitites as part of the ADM+S Mapping the Digital Gap research project. Consideration should be given to expand this sample to effectively measure and track the digital gap nationally.

Stakeholders indicated that, in general, statistical data collected about First Nations people is focused on meeting the needs of government agencies. The target of Priority Reform Four is to support Aboriginal and Torres Strait Islander communities to make decisions about Closing the Gap and their development. This includes collecting data to enable sufficient disaggregation by geography, education, gender and other demographic identifiers. Data should also be collected in a manner that supports data sovereignty for First Nations people.

National Agreement on Closing the Gap - Access to Information target (Target 17)

The *Access to Information* target (Target 17) states that by 2026, First Nations people will have equal levels of digital inclusion. While this is an ambitious target, significant work has been undertaken to achieve this with the First Nations Digital Inclusion Plan an action contributing to this target.

During the consultation process, several stakeholders indicated the importance of the Plan aligning to a range of Closing the Gap targets, as an acknowledgement of the integral role of digital inclusion to contemporary Australia. The Plan takes a broad approach to digital inclusion, considering access to fixed and mobile voice and data services. The Plan recognises digital inclusion influences educational achievement, access to online services, better health outcomes, business and employment opportunities and cultural impacts. There was widespread acknowledgement that digital inclusion is important to support human rights relating to equality and fairness, particularly with the accelerating transition to online service delivery by 2025.

The Minister for Communications is responsible for the Commonwealth's role in achieving Target 17.

ACCESS

Our understanding

Access to digital technology incorporates a number of factors including:

- how and where telecommunications services are available, accessed and the reliability of these services;

- type of devices and access mechanisms used; and

- access to sufficient data allowances.

The Plan also considers issues associated with First Nations people accessing critical government services, including income support, employment, and health and education services, which are increasingly moving from face to face delivery to digital platforms.

The 2016 Census identified that 75.3 per cent of First Nations households are accessing the internet at home, compared with 85.8 per cent of all Australians – this level of access decreases with geographical remoteness. While telecommunications coverage and digital connectivity has been improving over the past decade, the ADII access gap between First Nations people and the national average from the limited data is suggested to be widening (5.2 points in 2018; 7.3 points in 2019; 7.9 points in 2020 and 8.2 points in 2023). Limited data continues to be one of the challenges to understanding the extent of the digital inclusion gap for First Nations people.

Challenges to digital access for First Nations people, particularly in regional and remote locations, include a lack of connectivity literacy, a need for additional telecommunications infrastructure investment (including last mile delivery e.g. Wi-Fi, mobile boosters and microwave links), and access to appropriate devices.

Infrastructure investment

Access to reliable, quality, high-speed internet is essential for participating in our society. While access to high speed broadband is available through the National Broadband Network (NBN), outside the NBN fixed-line and fixed wireless footprints, fixed voice services are mainly available through the Telstra fixed line network, which can also support lower speed Asymmetric Digital Subscriber Line (ADSL) broadband in some instances. ADSL is increasingly unable to meet the bandwidth requirements of current and emerging applications, meaning First Nations people in the NBN satellite footprint may need separate fixed voice (Telstra) and fixed broadband (eg NBN Sky Muster™ satellite) services in order to meet their communications needs. In addition, many First Nations people, particularly living in remote communities, choose not to subscribe to a fixed telephone or broadband service in their place of residence, potentially due to issues with affordability, the structure of plans or a preference for mobile services.

Like most people in Australia, First Nations people in regional and remote locations have demonstrated a strong preference for mobile devices. Despite significant improvements in telecommunications coverage and digital connectivity throughout Australia over the last ten years, consultation identified there are many regional and remote First Nations communities where access to mobile services is limited, or where there is limited uptake of

mobile phone and broadband services. The Government committed in the 2022-2023 Budget to undertake an independent audit of mobile coverage so that black spots and priorities could be identified and to guide future investment. Delivery of NBN services in some regional and remote locations depends on the Sky Muster™ satellite platform (around 11 per cent of premises outside Australia's major urban areas). Consultations found that while Sky Muster™ is a reasonably affordable option, some users reported a number of challenges associated with signal latency, bandwidth limitations and disruption to the signal due to weather events (e.g. cloud cover and rain). To assist in addressing some of the existing capacity and bandwidth issues, NBN Co has also developed Sky Muster™ Plus which provides unmetered content for the majority of uses and is trialling unlimited plans, with access to higher speeds.

Commercially focused private carriers have historically been reluctant to invest in telecommunications infrastructure in regional and remote locations (or have only done so with some level of subsidy or co-investment), as lower population density and higher capital and operational costs reduce financial returns. This frequently leads to regional and remote communities depending upon a single carrier for delivery of services.

Stakeholders have indicated that First Nations communities are typically not aware of existing Australian Government funding opportunities (e.g. Regional Connectivity Program (RCP), Mobile Black Spot Program (MBSP)) or do not have relationships or resources to partner with telecommunications carriers and other stakeholders to support the preparation of funding proposals. Consultations highlighted that there are further opportunities to coordinate planning and delivery between all levels of government and private providers. There may also be opportunities to leverage government and private sector regional economic development investment to support improvements in telecommunications connectivity in First Nations communities.

Stakeholders identified that community organisations and First Nations people in remote communities generally have very limited access to affordable and local technical support to address problems encountered with telecommunications and digital technology. Technical expertise is typically located in regional centres, where mobilisation may be delayed by remoteness and competing regional priorities. This can be further exacerbated by the lack of local availability of parts to rectify issues and maintain infrastructure, potentially leading to extended timeframes for telecommunications outages. Telecommunications outages in remote communities can also be caused by power disruptions arising from less reliable off-grid electricity supplies.

Stakeholders identified an opportunity for the development of First Nations businesses to respond to this need in remote communities. Options to address these issues include building greater redundancy into telecommunications services in remote communities and increasing local capacity to undertake repairs and maintenance.

Examples of existing actions

Australian Government

- Through the **Universal Service Guarantee (USG),** Australian homes and businesses can access fixed voice and broadband services, regardless of their location. Telstra operates payphones in around 570 remote First Nations communities with a permanent population of 50 adults and above.

- Through the **Remote Indigenous Communities Telecommunications** activity, NIAA maintains a network of up to 229 community payphones, 301 Wi-Fi satellite telephones and 24 Wi-Fi hubs in around 450 small remote First Nations communities in Western Australia, Northern Territory, South Australia and Queensland with adult populations of less than 50 adults.

- The completion of the **NBN rollout** means broadband access is available to all locations in Australia through a mix of fixed-line, fixed wireless and satellite infrastructure. This includes the use of fixed wireless and satellite infrastructure to provide access for some regional and remote areas (around 27 per cent of premises outside major urban areas). NBN Co is committed to responding to the digital connectivity needs of all Australians and working with community partners to lift the digital capability of Australia.

- Through the **Communities in Isolation** and **Community-wide Wi-Fi** program, NBN Co maintains a network of 113 Community Wi-Fi services in 101 remote First Nations communities providing free access to fast and reliable broadband.

- The **Regional Connectivity Program** delivers place-based telecommunications infrastructure projects that respond to local priorities and maximise economic opportunities and social benefits for communities and businesses in regional Australia. Under Round 3 of the Program, $32.5 million (GST exclusive) will be dedicated to improving telecommunications services in First Nations communities, comprising:

  o $15 million (GST exclusive) under the Regional Connectivity (Round 3) Stream for solutions that improve telecommunications infrastructure in First Nations communities across Australia and $10 million (GST exclusive) for solutions in Central Australia for First Nations communities; and

  o $7.5 million (GST exclusive) under the Mobile Black Spot (Round 7) Stream for solutions that provide new mobile coverage in First Nations communities.

- The **Connecting Northern Australia initiative** provides dedicated funding to improve telecommunications infrastructure across Northern Australia through the Regional Connectivity Program.

- The **Mobile Black Spot Program** (jointly funded by Commonwealth, State and Territory Governments) delivers telecommunications infrastructure projects that address mobile black spots and improve mobile coverage and competition across regional and remote Australia.

- The National Disability Insurance Agency (NDIA) is using the **Prioritisation of Connectivity Investment in Remote Australia** project to investigate gaps in telecommunications infrastructure and connectivity in remote First Nations communities by linking population data, sorting highest populations with the worst connectivity and checking if there are existing programs to fill the gaps to leverage connectivity.

- Under the Australian Government's **National Indigenous Visual Arts Action Plan 2021-25**, released in October 2021, high-speed connectivity and support is being provided to up to 80 Indigenous arts centres.

- The Government has committed an additional $6 million in funding for the **Regional Tech Hub, via the Better Connectivity for Regional and Rural Australia Plan.** This initiative provides independent, free advice about telecommunications services for regional, rural and remote Australians.

- The **Alternative Voice Services Trials Program** funded six service providers to trial alternative voice service technologies across regional and remote Australia.

- NBN Co's **Regional Co-investment Fund** is investing $300 million to help fund local broadband infrastructure projects to deliver high-speed broadband services to communities primarily in areas serviced by NBN Co's fixed wireless and satellite footprint. The Government is providing NBN Co with a $2.4 billion equity injection over the next 4 years to enable an additional 1.5 million homes and businesses currently served by fibre to the node technology to upgrade to fibre to the premises. Around 660,000 premises are expected to be in regional areas.

- The Government has contributed $480 million in 2021-22 towards an **upgrade to the NBN fixed wireless network**, supported by an additional $270 million from NBN Co, which is designed to deliver faster wholesale speeds to regional and remote Australia and is also enabling improvements to NBN satellite services.

- The Government is working with NBN Co to administer the **School Students Broadband Initiative (SSBI)** to provide free internet for one year for up to 30,000 unconnected families with school age students in metro, regional and some remote areas. To be eligible, families with school age children will be nominated by participating schools, education authorities and charities/community organisations. The Government is supporting NBN Co's implementation and deliver of this initiative with a $4.5 million grant.

State and Territory Government

- The Northern Territory Government is providing free Wi-Fi hot spots in 46 remote communities, as part of the **Community Internet Service Project**.

- The Northern Territory Government's $5.8 million **Remote Small Cells** program, co-funded with Telstra, will target 20 remote communities and provide mobile signal by installing small cell telecommunications infrastructure via satellite.

Non-Government Organisations and Industry

- Telstra's **First Nations Connect Contact Centre** is dedicated to enquiries or reporting of faults from First Nations communities around Australia.

- Telstra has invested $300 million in the **Mobile Black Spot Program** and built around 930 new sites to improve coverage in regional and remote locations. Telstra has also funded the deployment of 200 small cells for regional community connectivity, as part of its contribution to the Mobile Black Spot Program.

- Over seven years to the end of the financial year 2022 Telstra has invested $11 billion in the **national mobile network** with $4 billion of this invested in the **regional mobile network**.

- Telstra will have invested around $55 million and will deliver more than 130 projects to improve regional connectivity under the **Regional Connectivity Programs Rounds 1 and 2**.

- A number of companies have started or have plans to deliver **high-speed broadband** to Australian premises via low-earth orbit satellites.

Pipeline actions

Australian Government

- NIAA will invest up to $16.6 million over 3 years for the **Remote Indigenous Communities Telecommunications** activity to ensure continued delivery of telecommunication services in remote Australia, this will include upgrade of Wi-Fi satellite telephones infrastructure.

- Through the **Better Connectivity Plan for Regional and Rural Australia**, the Government is investing more than $656 million to support expanded mobile coverage and improved resilience of communications systems and improved connectivity in regional, rural and First Nations communities. The Government will fund an independent national audit of mobile coverage to establish an evidence baseline to guide and better target future priorities.

- The Department of Social Services will deliver the **Digital Connectivity Project**, a place-based project that will expand community infrastructure, through improving current internet and mobile phone connectivity in identified remote communities in the Northern Territory. The project will also provide a strong complement to existing support services, with improved basic digital literacy support, creating greater opportunity for digital service delivery. Importantly, the uplift in digital access and ability will provide entire communities with better access to healthcare, employment opportunities, education, government and online services, entertainment and social connections.

- The **NBN Community-wide Wi-Fi project** will target 40 discrete remote First Nations communities (>200 Indigenous population) which have been identified as digitally underserved.

Non-Government Organisations and Industry

- Telstra is investing $75 million from the partial sale of its towers business toward **enhancing connectivity in regional Australia**, guided by the recommendations of the Regional Telecommunications Independent Review Committee (RTIRC) 2021 Review.

Priorities for further work

- Improve **coordination of telecommunications connectivity** planning for First Nations communities, including consideration of reliability and redundancy.

- Increased **First Nations participation** in existing Australian Government telecommunications grant programs.

- Develop **regional technical support capacity** to maintain digital and telecommunications technology.

Connectivity literacy

A majority of First Nations people, especially those in regional and remote Australia, would benefit from improved access to independent advice on options to improve connectivity with digital technology. This would include the range and availability of telecommunication services and digital devices. Independent advice will support First Nations people to make informed decisions around their needs and engagement with digital technology.

Examples of existing actions

Australian Government

- The Australian Government has committed an additional $6 million in funding for the **Regional Tech Hub**, via the Better Connectivity Plan for Regional and Rural Australia. This initiative provides independent, free advice about telecommunications services for regional, rural and remote Australians.

Non-Government Organisations and Industry

- The Australian Communications Consumer Action Network's **Talking Telco website** provides information delivered in First Nations languages, on a range of telecommunications topics including internet, mobile, home phone, and digital safety.

- Telstra funds **Mobile My Way**, a consumer education program being delivered by the Centre for Appropriate Technology in remote communities in the Northern Territory that have had new telecommunications infrastructure connected.

> **Priorities for further work**
>
> - Investigate ways to deliver **tailored support and advice** on telecommunications connectivity for First Nations people, including partnerships between the Regional Tech Hub and First Nations organisations.

Access to critical services

Critical government services, including income support, employment, health and education services are increasingly moving from face-to-face delivery to digital platforms. This trend has the potential to provide significant benefits for First Nations people living in regional and remote locations, particularly in improving access to health and education services, as these communities generally have limited access to face-to-face delivery.

However, lower levels of digital inclusion can make it difficult to access services and exacerbate disadvantage experienced by First Nations people. Stakeholders noted the impacts of limited coverage affecting people travelling by boat on the capability to deliver emergency responses, and highlighted the accessibility needs of First Nations people living with disability.

Stakeholders have indicated that community organisations are increasingly attempting to fill the face-to-face service delivery gap by assisting community members to navigate digital service platforms. These organisations are generally not resourced or have the necessary background knowledge to assist people to navigate online services.

Older adults frequently rely on younger community members to access online services such as banking, potentially exposing private and financial information.

Many First Nations people find it difficult to create a digital identity and access digital services due to a lack of documentary evidence (such as a birth certificate or drivers licence) to confirm who they are. Two-factor authentication requirements for many government services present additional layers of difficulty, as access to a mobile device or email address is required. Authentication also becomes a significant challenge as devices are often shared between a number of people within a household or extended family.

Design and delivery of online government services should consider the diverse needs and circumstances under which First Nations people are accessing these services, in order to ensure effective service delivery. This includes:

- digital inclusion barriers;

- issues of trust and cyber safety concerns;

- socio-economic, health and geographic circumstances, including the dispersal of families and communities over vast distances;

- cultural and contextual awareness;

- language barriers, including that English may be a second or third language; and

- other intersectional factors (e.g. gender, disability, age).

Examples of existing actions

Australian Government

- Australian Government services are striving to meet international accessibility standards to improve access for all Australians. Services Australia's free self-service facilities through the **National Agent and Access Point (NAAP) program** provide assistance to individuals in rural, regional and remote Australia to access Centrelink, Medicare and other government services.

- The Digital Transformation Agency is implementing the **Digital Identity Program** to make accessing government services online simpler, safer and more secure.

- Services Australia is responsible for implementing the **myGov app** to improve access to government services in circumstances where in-person access is difficult.

- The Australian Digital Health Agency is assisting First Nations people to manage their own health information through the **My Health Record** and **My Health Record Storybooks** programs.

- The Australian Digital Health Agency is supporting safe, secure and quality healthcare through the **National Healthcare Interoperability Plan,** where an ecosystem of connected providers share high quality data with easily understood meaning.

- There are a range of activities provided by the **Australian Digital Health Agency** to improve digital literacy and awareness for First Nations people to improve access to online health services.

State and Territory Governments

- The **eConnect** service, offered by the State Library of Western Australia, provides dedicated one to one support to help to build people's digital literacy skills and connect with online Government and business services and information.

- Queensland's **Digital Licence App** was trialled in the Fraser Coast region during 2020, and was delivered in Townsville in 2022. The trial is expected to be expanded across Queensland in 2023.

- Through the **Reducing the Digital Divide for Learners program,** the Tasmanian Government has committed to improve access to digital infrastructure for students to support whole of family connectivity, inclusion and digital literacy and leveraging the power of technology to support continuous and lifelong learning.

- South Australia's **Online Accessibility Toolkit** considers how to enhance digital inclusion by providing tools to create digital platforms and content that is accessible.

Non-Government Organisations and Industry

- **Outback Connect** is trialling a subscription business model based on supporting First Nations people in remote communities to access and navigate online services.

Priorities for further work

- Design Australian Government **digital services to address key barriers to digital inclusion** experienced by First Nations people, including the use of First Nations languages in voice services.

AFFORDABILITY

Our understanding

Affordability considers the financial barriers to accessing digital technology, including access to service connections, data allowances and devices.

For the general Australian population, telecommunications services are generally reasonably priced, with affordability improving over time. Low-income households however, continue to spend disproportionately more of their income on these services. Recent market developments improving affordability include the decrease of prices of mobile and fixed-line plans, increased data inclusions including for pre-paid services, comparable pricing for pre-paid and post-paid plans and the availability of free data content.

Despite these improvements, First Nations people continue to record lower ADII affordability scores and receive less data for each dollar of expenditure. This may be due to the high prevalence of mobile-only and pre-paid service use amongst First Nations people.

Affordable telecommunications services

First Nations people rely heavily on the use of mobile devices, and anecdotal evidence indicates that there is a large reliance on free local Wi-Fi for internet access. These preferences are informed by the lack of affordable options, and concerns that there are not reliable alternative options. First Nations people demonstrate a strong preference for pre-paid packages to allow greater control over financial commitments. While some low-income consumers may be unable to qualify for post-paid plans, data costs associated with some pre-paid mobile packages tend to be more expensive than post-paid or home internet plans.

Lack of pre-paid home internet data packages, housing mobility and challenges associated with acquiring home internet connections mean that many First Nations people are not signing up to home internet plans, despite plans being more price efficient over the long term. Inadequate access to appropriate information to help First Nations people choose the right products and services limits choice and may further compound affordability issues.

Consultations identified a range of options to improve access to affordable telecommunications services by reducing reliance on personal home internet or mobile data allowances. These include affordable public Wi-Fi internet, improved access to NBN Internet (Sky Muster™ Plus) and unmetered data for access to critical online services.

Examples of existing actions

Australian Government

- **Commonwealth Telephone Allowance** is a quarterly payment to assist with phone and internet costs for individuals receiving certain income support payments.

- The **Communities in Isolation Program** is providing free community Wi-Fi services powered by NBN Sky Muster™ Plus satellite services.

- The NIAA administered **Remote Indigenous Communities Telecommunications** activity maintains a network of up to 229 community payphones, 301 Wi-Fi satellite telephones and 24 Wi-Fi hubs in First Nations communities across Queensland, Northern Territory, South Australia and Western Australia.

- The **School Student Broadband Initiative (SSBI)** is providing free NBN broadband for up to 30,000 families with no internet at home for 12 months.

State and Territory Government

- In Victoria, the **VicFreeWiFi** program undertook a competitive market engagement process to select an industry provider to establish and maintain a free public Wi-Fi network in selected locations. Networks do not require users to input personal information, view advertising or pop-ups.

- In Tasmania, the **Free Wi-Fi** network provides access at 72 locations around the state, including regional and remote areas. Users are not required to provide personal information, view advertising or pop-ups.

Non-Government Organisations and Industry

- The Smith Family is helping disadvantaged families to get online through the **Digital Access Program**.

- Telstra made **national calls from all payphones free of charge** from August 2021, and is rolling out free Wi-Fi access from around 3,000 payphones nationally.

Pipeline actions

Australian Government

- The **NBN Community-wide Wi-Fi project** will target 40 discrete remote First Nations communities (>200 Indigenous population) which have been identified as digitally underserved.

Priorities for further work

- Investigate options to introduce **unmetered data** arrangements for access to critical services.

- Support provision of affordable, **public Wi-Fi internet** services.

- Work with telecommunications carriers to improve **access to affordable, flexible mobile and home internet** arrangements.

Access to affordable devices

First Nations people are more likely to use a mobile device exclusively to access the internet compared with other Australians. There are a wide range of reasons for their relatively heavy reliance on the use of mobile phones including:

- a preference for pre-paid services;

- higher cost of computers, including laptops;

- practice of sharing devices amongst family members; and

- high mobility of residents.

Lack of access to digital devices with more advanced functionality, such as laptops and tablets, is a significant barrier to digital inclusion for First Nations people, particularly those living in remote locations. For example, First Nations school students experienced difficulty participating in online learning during COVID-19 lockdowns, due to a lack of access to an appropriate device. This has also been a challenge for First Nations students in the higher education sector. Mobile plans commonly have less data allowance than fixed broadband plans, which may also limit activities that can be undertaken.

Examples of existing actions

Australian Government

- Within the **Be Connected program**, administered by the Department of Social Services, Digital Devices grants are available to Network Partners to purchase devices and data that can be loaned to socially isolated or disadvantaged learners aged over 50 years. These grants provide loan access to devices such as tablets and laptops, as well as mobile data plans.

- NBN Co has proposed in its varied **Special Access Undertaking (SAU)** lodged with the Australian Competition & Consumer Commission in November 2022 to establish a multilateral working group, through the **Low-Income and Digital Inclusion Forum (LIDIF)** to identify possible targeted initiatives to improve access, affordability, and digital ability for low income, vulnerable, and unconnected end users of the NBN network. Membership of the LIDIF is open to not-for-profit groups, consumer advocacy groups, government agencies and access seekers.

State and Territory Governments

- **Community Resource Centres** are servicing up to 106 communities in regional Western Australia, many of which provide devices and free Wi-Fi for public internet access.

- **COVID-19 Aboriginal Community Response grants**: NSW Aboriginal Affairs provided grants to organisations to keep communities connected and respond to immediate needs, including funding digital inclusion components such as infrastructure, hardware, software, data and training. The Victorian Government provided similar grants to support First Nations organisations and communities, including digital literacy for vulnerable community members, emergency relief in the form of mobile phone data and support for workforces to shift to online delivery of services.

- **Indigenous Knowledge Centres (IKC)** are public information hubs and libraries owned and operated by Indigenous Shire Councils, with assistance provided by the Library Board of Queensland. The IKC's work in their communities to document and record the local histories, stories and language as part of their local collections. Further IKC services provided to communities may include (at the discretion of Council): loan of items; public access to information technology; public programs including the early literacy program First 5 Forever; family history research; and preservation of materials.

Non-Government Organisations and Industry

- **Smith Family Learning for Life** program includes a digital device internet connection, technical support and programs to improve digital literacy.

- **Tranby National Indigenous Adult Education and Training** are providing students engaged in online learning with digital packs, including a tablet and mobile data package.

- **Adobe** donates **software product licences** to First Nations communities as part of their software and laptop donation program.

Priorities for further work

- Work with the private sector and non-government sector to investigate opportunities to improve access to **affordable digital devices with advanced functionality** in regional and remote First Nations communities.

DIGITAL ABILITY

Our understanding

Digital ability refers to a person's capacity to engage with digital technologies in order to safely and effectively engage with the online world. It relies on skills, attitudes and confidence with technology.

Digital ability also extends to equipping First Nations people with the specialised digital skills required to participate in vocational and professional careers, including careers of the future.

The technology sphere is evolving quickly, and there are significant opportunities for First Nations people to be active participants, contributors and innovators in the emerging Australian digital sector.

Digital literacy

Digital literacy is connected to an individual's level of basic literacy and numeracy. It is also influenced by intersectional factors, including socioeconomic conditions, educational achievement, age, accessibility barriers and skills in the English language.

Consultations identified a lack of culturally appropriate basic digital literacy training for First Nations people and highlighted good practice principles to guide development and delivery of effective programs, including:

- design initiatives with community;
- localised flexibility in design and delivery;
- provision of ongoing in-community digital mentoring and support;
- program delivery for First Nations people should be provided by First Nations people;
- learning environments should be culturally sensitive and appropriate; and
- tailored approaches to meet individual interests and diverse needs, including people with a disability.

Funding agencies are encouraged to support the expansion of existing successful digital literacy programs rather than creating new programs. Public libraries and Indigenous Knowledge Centres provide a useful avenue to build and improve digital skills amongst First Nations people living in regional and remote Australia.

Several stakeholders identified the benefits of building digital expertise in local communities, so that individuals and community organisations can provide on-demand, localised support. It has been proposed that a network of 'digital access workers' could fulfil this unmet demand and provide local employment opportunities.

Examples of existing actions

Australian Government

- **Information, Linkages and Capacity Building (ILC)** program, delivered by the Department of Social Services, aims to build inclusiveness and capacity, increase access, and create opportunities for people with a disability.

- **Be Connected program,** a joint initiative between the Department of Social Services and the eSafety Commissioner, focusses on increasing the confidence, skills and online safety of older Australians.

- The **Skills for Education and Employment Program** and **Foundation Skills for Your Future Program**, joint initiatives between the Department of Education and Department of Employment and Workplace Relations, to improve English language, literacy, numeracy and digital literacy (LLND) skills.

- **Foundation Skills for Your Future Remote Community Pilots program**: a joint initiative between the Department of Education and Department of Employment and Workplace Relations, is delivering foundation skills training, including the provision of English language, literacy, numeracy and digital literacy skills training and assessment in remote communities located in Western Australia, South Australia, Northern Territory and Northern Queensland.

- **Your Online Journey App**: an application and supporting training guide developed by the eSafety Commissioner to meet the digital literacy and online safety needs of individuals with low digital confidence who are living in remote communities.

- Empowering First Nations people to manage their own health information through the **My Health Record** and **My Health Record Storybooks**.

- Supporting safe, secure and quality healthcare through the **National Healthcare Interoperability Plan** where an ecosystem of connected providers share high quality data with easily understood meanings.

- The **Indigenous Digital Health Workforce Initiative** is delivering continuing professional development and accredited eLearning modules to help First Nations Health Workers and Practitioners to develop their digital health skills and expand their career opportunities.

- The **Digital Skills Organisation pilot** is a joint initiative between the Department of Education and Department of Employment and Workplace Relations, that is shaping the national training system and testing innovative solutions to ensure digital training meets the needs of employers and builds Australia's digital workforce.

State and Territory Governments

- **Deadly Digital Communities Program**: provides a community-based digital technology skills training program for First Nations people and communities across Queensland with the aim to increase digital literacy.

- **Digital Ready for Daily Life**: aims to increase the online confidence and skills of Tasmanians experiencing high levels of digital exclusion.

- **eConnect:** provided by the State Library of Western Australia to deliver dedicated one to one support to help build digital literacy skills and to assistance to connect with Government and business services and information online.

Non-Government Organisations and Industry

- **inDigiMOB:** delivered by First Nations Media Australia and funded by Telstra, aims to bridge the digital divide for remote communities in the Northern Territory, South Australia and Western Australia through partnerships with communities and local organisations. The program provides a suite of resources that communities can access according to their needs. These resources include technical, training and infrastructure support around digital technology and the online world.

- **Mobile My Way**: a consumer education program delivered by the Centre for Appropriate Technology and funded by Telstra, for remote communities in the Northern Territory that have had new telecommunications infrastructure connected.

- The NBN Co **Online Skills Check and Resources (OSCAR) tool** helps individuals assess their digital ability and connects them to learning resources to increase their capability.

- NBN Co, along with partners such as the Johnathan Thurston Academy, are introducing **capability programs** in community to lift the digital skills of community members to enable them to participate in online activities safely and successfully.

- **Big hART's Project Digital O** is encouraging stronger digital inclusion and pathways into the digital economy for young women from North West Tasmania, particularly those from rural areas, low-income families and First Nations people.

Pipeline actions

Australian Government

- The Department of Employment and Workplace Relations will work with organisations through the **Workforce Specialists program** to deliver a range of strategic projects to meet the workforce needs of identified key industries and occupations and connect them to suitable job seekers in Workforce Australia provider and online services.

- The **Digital Capability Framework for Workforce Skills project** is developing a Digital Capability Framework and associated tools with relevance for First Nations inclusion, digital protection and safety.

- The Australian Digital Health Agency's **Consumer Digital Health Literacy Program** is developing new consumer digital health literacy resources. Modules will be specifically tailored and available for First Nations communities and carers.

- Ongoing partnerships and collaborations with the National Aboriginal Community Controlled Health Organisation (NACCHO),the Affiliates and other stakeholders to design and deliver priority projects including the enactment of recommendations in the next **National Digital Health Strategy**.

Non-Government Organisations and Industry

- Telstra has partnered with First Nations Media Australia to deliver the **Community Service Program (CSP)** digital literacy programs in 21 communities.

Priorities for further work

- **Flexible support** for community-led digital literacy activities.
- **Investigate mechanisms** to support digital access worker positions in regional and remote communities.

Career pathways

The need for high-level skills in the use of digital technology is a fundamental requirement for most vocational and professional career pathways. It is imperative that First Nations school students, trade and tertiary students and jobseekers have opportunities to develop these skills.

The emerging Australian digital technology sector also presents a diverse range of exciting opportunities for First Nations people to pursue careers in digital technology, and there is strong demand for technology related expertise. Furthermore, there are significant opportunities for the development of First Nations enterprises in the sector. Consultations identified the need to work with the private sector to develop pathways for First Nations people to pursue emerging opportunities in digital technology.

While distinct from online safety, the Government is also seeking to grow the cyber security (and broader technology) workforce, with a particular focus on increasing participation from under-represented sectors of the population, including First Nations people. However, cyber security industry contacts have advised that efforts to attract, train and retain First Nations people into the cyber security workforce are hampered by inadequate access to digital infrastructure in their communities, and poor digital literacy. An important benefit of the Plan will be improved pathways for First Nations people into Australia's technology workforce.

Examples of existing actions

Australian Government

- The Department of Education's **Digital Technologies Hub** provides learning resources and services for teachers, students, school leaders and parents. It aims to support the implementation of quality Digital Technologies programs and curriculum in schools and to support after school activities. The Hub also leverages events and activities offered by education jurisdictions, industry and other providers.

- The **Digital Work and Study Service (DWSS)** provides support for work and study to young people with mental illness, aged 15 to 25 years, via a digital platform. This Department of Social Service program delivers work and study services nationally and prioritises regional locations and First Nations young people. The total administered funding for DWSS from 2022–23 to 2023–24 is $6.82 million.

- Under the **National Indigenous, Visual Arts Action Plan 2021-25**, released on October 2021, increased funding of $5 million each year through the Indigenous Visual Arts Industry Support Program is supporting and building capacity in the First Nations visual arts sector. The Plan is an initiative of the Department of Infrastructure, Transport, Regional Development, Communications and the Arts. It includes funding to support Indigenous art centres to attract and retain professionally qualified staff, First Nations arts workers and studio managers and to increase digital literacy and skills.

- The Department of Employment and Workplace Relations **Digital Skills Cadetship Trial,** supports innovative approaches to cadetships for digital career paths, in order to increase the number of Australians with digital skills.

- Through the **NBN Community-wide Wi-Fi program**, Digital Ambassadors are First Nations people employed in community to provide ongoing IT and digital literacy support at the ground level.

State and Territory Governments

- **Training programs to build digital literacy**: TAFE NSW provides accredited and non-accredited digital skills uplift programs to address skills gaps identified by community.

- **Kimberwalli Aboriginal Centre of Excellence** – a NSW Department of Education funded centre for young First Nations people in Western Sydney, supporting the transition from school to further education. Kimberwalli has community event spaces and work areas, hot desks and digital labs offering state of the art technology and facilities to support innovation and enhance digital skills.

- The Tasmanian Government's **Digital Ready for Business** program provides free one-on-one assistance and impartial mentoring advice to participating small businesses, to assist them to understand the digital economy opportunities for their own business.

- The Queensland Government, in partnership with Microsoft, is delivering a new **First Nations Digital Skills and Employment pilot program** to provide participants with pathways to a digital career within government or industry. This program will support up to 100 placements each year over three years to 2025, through paid employment with a government or an industry organisation. Trainees will be mentored while completing study in a nominated digital course. The program commenced in Brisbane in August 2022 with the nationally accredited Certificate III in Information Technology training offered to 10 trainees. The full program will start in early 2023. This initiative directly aligns with the Digital Queensland: Digital Professional Workforce Action Plan 2020–24.

Non-Government Organisations and Industry

- **Healthy Country AI**: The program brings together the North Australian Indigenous Land and Sea Management Alliance (NAILSMA) and CSIRO, in collaboration with the Telstra Foundation, Microsoft, the Australian Government's National Environmental Science Program (NESP) Resilient Landscapes Hub and the Women in STEM and Entrepreneurship program. The program trains First Nations rangers to use AI driven software, drones and other digital technologies to monitor and adaptively manage Country.

- During the COVID-19 pandemic, **Many Rivers Microfinance** supported First Nations organisations by establishing a digital device lending facility. This provided First Nations organisations with access to up to date digital devices and related technology along with technical support.

- **Indigenous Higher Education Units** (IHEUs) located in universities around Australia, provide support for First Nations Students to achieve academic success, including access to IT equipment and digital skills development.

Pipeline actions

Australian Government, State and Territory Governments

- **Aboriginal Cadetship into ICT** – TAFE NSW will provide supported career pathways for First Nations people in the IT government sector.

- **Short courses and skill-sets to support the development of digital skills through TAFE:** The WA Government is working with stakeholders to establish new courses or skill sets to address digital inclusion for under-represented groups.

> Priorities for further work
>
> - Consider needs of First Nations people within the **digital skills agenda**.
> - Support First Nations jobseekers to **develop digital ability** through Australian Government employment programs.
> - Partner with industry and other stakeholders to develop mechanisms to **support First Nations people to pursue careers in digital technology**

Online safety

Online safety is a key concern for First Nations people who are at increased risk of online abuse, cyber-bullying and image based abuse. Moreover, social barriers, such as low digital literacy, make it more difficult to access support. Sharing of devices can also lead to privacy and financial security issues if accounts and phones are not password-protected.

When supported by government and community stakeholders, First Nations people are proactive in developing online safety initiatives. However, rapidly changing technology and lower levels of digital literacy amongst older First Nations people make it harder for Elders and community leaders to respond to online safety issues and to develop and implement culturally appropriate strategies. Digital literacy is an important protective factor in mitigating online harm and risks.

Overcoming technology-facilitated abuse

First Nations women experience technology-facilitated abuse, which refers to the use of mobile or digital technologies to harass, abuse, threaten, monitor and stalk, impersonate, and humiliate another person, and generally occurs in the context of domestic and family violence. Research finds that the impacts of technology-facilitated abuse for First Nations women can be amplified compared to non-Indigenous women. Technology-facilitated abuse requires specific programs and support, including ensuring that social workers are equipped to assist women to identify and overcome technology-facilitated abuse.

Examples of existing actions

Australian Government

- The eSafety Commissioner has a range of **education and prevention strategies, tailored programs and reporting schemes** to protect and support those most at risk of online harm, including First Nations people. The eSafety Commissioner works closely with various communities across Australia to help gain a better understanding of their online experiences, to allow the delivery of meaningful support and help drive behavioural change.

- The eSafety Commissioner regularly delivers **in-depth training for frontline workers** to help clients experiencing technology-facilitated abuse (TFA). This training is supplemented by a free self paced online learning package for frontline workers wanting to take a deeper dive in to technology-facilitated abuse.

This Package contains a key module focused on frontline workers supporting First Nations women experiencing technology-facilitated abuse.

- **Be Deadly Online,** a resource developed by the eSafety Commissioner, comprises learning resources for young people, teachers and other organisations to address online safety issues. These have been developed with First Nations writers and voice actors.

- The eSafety Commissioner works with the Aboriginal Community Controlled sector to identify and support clients experiencing **technology-facilitated abuse**. From 2020-2022, eSafety allocated grants to eight Aboriginal Community Controlled Organisations to design culturally safe, place-based resources that raise community awareness of the role technology plays in domestic and family violence.

- The eSafety Commissioner's **Online Safety Grants Program** provides funding to non-government organisations to deliver practical, innovative online safety education and training projects targeted to children, young people and their communities, or training to those who work with them. Under the first two rounds, grants have been provided to three organisations to deliver projects targeting First Nations communities in metropolitan, regional and remote areas (Queensland Remote Aboriginal Media, First Nations Media Australia, and the Institute for Urban Indigenous Health).

- **eSafety's Adult Online Abuse** resources have been co-designed to educate and support First Nations individuals and communities on addressing the most prominent types of online abuse, including online hate, image-based abuse and tech abuse in family violence situations. They are available in multiple First Nations languages.

- The **Your Online Journey** app has been re-purposed into a 'Connecting Safely' webpage on the new eSafety First Nations web segment to make it more accessible and with a focus on online safety education for adults.

- The eSafety Commissioner has commissioned 3 research papers looking in to **First Nations women's experiences of technology-facilitated abuse** in urban, remote and rural areas. They have recently launched research looking into the experiences of First Nations children and their careers.

- The Australian Competition and Consumer Commission provides information about how to recognise, avoid and report scams to consumers and small business, though **Scamwatch**.

- The **Preventing Tech-based Abuse of Women Grants Program**, led by eSafety, is part of the Australian Government's commitment to improving the safety of Australian women and their children through the prevention of technology-facilitated gender-based violence. The program will be delivered from 2023 to 2028 with a total of $10 million available over at least three rounds.

State and Territory Governments

- **ScamNet** is a data collection activity for Western Australians, tracking the most prevalent scams and improving community awareness of online safety.

Non-Government Organisations and Industry

- **CyberSafety: An Interactive Guide to Staying Safe on the Internet** provides free modules on cyber-safety delivered by InformED.

- **eSmart Digital Licence+** and **eSmart Media Literacy Lab** delivered by the Alannah & Madeline Foundation, provides online learning experiences to build digital intelligence.

Pipeline actions

Australian Government

- The eSafety Commissioner is developing a **Kinship CarersGuide** - a targeted online safety guide for Kinship Carers and the children in their care, based on the practice of two-way learning.

Priorities for further work

- Provide opportunities for design of **appropriate and relevant online safety learning tools** with First Nations people and communities

DATA

Our understanding

There is a lack of quality data to measure characteristics of digital inclusion for First Nations people across the pillars of access, affordability and digital ability. Statistical data collected about First Nations people has generally focussed on meeting the needs of government agencies. There is increased recognition that it could also be used to support the development agenda of First Nations communities. This includes collecting data in a manner that supports First Nations data sovereignty and cultural priorities.

Examples of existing actions

Australian Government

- **NDIA and NIAA data sharing agreement**: the NDIA and NIAA have signed a data sharing agreement, which will provide the NIAA with data about where NDIA's unmet demand is in remote Australia.

Non-Government Organisations and Industry

- **Mapping the Digital Gap**: The ARC Centre of Excellence for Automated Decision Making and Society is conducting a four-year research project, Mapping the Digital Gap 2021-2024 which will enable comparison with national results collected for the Australian Digital Inclusion Index (ADII), measurement and tracking of the digital gap for remote First Nations communities. Telstra funds the project.

- **The Australian Digital Inclusion Index (ADII)**: The ADII tracks and reports on digital inclusion in Australia. Since 2021, the ADII data has been based on the Australian Internet Usage Survey (AIUS) designed and undertaken by the research team at the ARC Centre of Excellence for Automated Decision Making and Society (ADM+S) with funding partner Telstra. The 2023 ADII dashboard and report also incorporates survey results from ten remote First Nations communities as part of the ADM+S Mapping the Digital Gap research project. The ADII now provides a means of measuring the scale and nature of the digital gap by remoteness categories - urban, regional, remote and very remote - as well as by the three dimensions of digital inclusion - Access, Affordability and Digital Ability. There are still relatively small sample sizes for First Nations people in urban and regional Australia, with consideration needed to expand this sample to effectively measure and track the digital gap nationally.

Pipeline actions

Australian Government

- The **National Aboriginal and Torres Strait Islander Health Survey** will be undertaken in 2022-23 by the Australian Bureau of Statistics and includes statistics on long-term health conditions, disability, lifestyle factors, physical harm, digital inclusion and use of health services.

- A **Data Development Plan (DDP)** was developed by the Data and Reporting Working Group (DRWG) across 2021-22. The DDP outlines and prioritises the data development actions under Closing the Gap

socio-economic outcome, to ensure a richer array of high-quality data sources are attached to it, in the long term and life of the Agreement. The DDP was approved at the Joint Council on Closing the Gap in September 2022.

Priorities for further work

- Improve mechanisms to **collect national data** on First Nations digital inclusion.

Appendix A-Existing and pipeline actions

Access – Australian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
5G network: the Australian Government is working with industry to secure an effective commercial rollout of 5G networks.	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
Alternative Voice Services Trials Program: $2 million funding enabled telecommunications providers to trial alternative voice service technologies across regional and remote Australia.	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
Better Connectivity Plan for Regional and Rural Australia: the Australian Government has committed over $656 million to improve communications, including mobile and broadband, in rural, regional and remote communities.	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Pipeline
Building Better Regions Program: aims to create jobs, drive economic growth and build stronger regional communities into the future, outside specified major capital cities. The program consists of infrastructure (including telecommunications infrastructure) and community investments (including capability building) streams.	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
Connecting Northern Australia initiative: provides funding for projects through the Regional Connectivity Program, which responds to the specific connectivity needs of rural and remote communities in Northern Australia.	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
First Nations Communications and Digital Inclusion measure: a measure by the Australian Government to invest $2.5 million over five years to establish the First Nations Digital Advisory Group. The Advisory Group is working in partnership with First Nations people in developing advice to the Minister of Communications on practical measures to support digital inclusion.	Targeted	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
Mobile Black Spot Program: delivers telecommunications infrastructure projects that address mobile black spots and improve mobile coverage and competition across regional and remote Australia. Total investment to date is more than $875 million.	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
National Agreement on Closing the Gap *Access to Information* **target (Target 17)**: developed through a partnership between Australian Governments and the Coalition of Aboriginal and Torres Strait Islander Peak Organisations. The Agreement includes digital inclusion as part of the *Access to Information* target 17 – by 2026, Aboriginal and Torres Strait Islander people have equal levels of digital inclusion.	Targeted	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
National Broadband Network: the NBN is now complete apart from connections to a small number of complex premises.	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
National Indigenous Visual Arts Action Plan 2021-25: released in October 2021, through Government's investment of an additional $5 million per annum in Indigenous visual art. The Plan supports provision of high-speed connectivity and support to up to 80 Indigenous arts centres.	Targeted	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
NBN Fixed Wireless and Satellite Upgrade Program: $480 million grant from the Government to NBN Co to deliver faster speeds and increased coverage on the NBN fixed wireless network, and increased data allowances and product inclusions on the NBN Sky Muster™ satellite network.	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
Peri-Urban Mobile Program: a program targeted at helping communities on the peri-urban fringe to stay connected and access vital information during natural disasters and emergencies.	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
Regional Connectivity Program: delivers place-based telecommunications infrastructure projects which responds to local priorities and maximises economic opportunities and social benefits for communities and businesses in regional Australia.	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
Regional Tech Hub: Funded through the Better Connectivity for Regional and Rural Australia Plan, this provides independent information to help people in regional and rural Australia to get connected and stay connected.	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
School Students Broadband Initiative (SSBI): The Government established SSBI in collaboration with NBN Co to provide free home internet for one year for up to 30,000 unconnected families with school aged students.	Targeted	Department of Infrastructure, Transport, Regional Development, Communications and the Arts/ NBN Co	Existing

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Universal Service Guarantee (USG): The USG incorporates Government industry funding so people across Australia have access to baseline fixed voice and broadband services, regardless of their location. The Regional Broadband Scheme has been legislated to support the delivery of NBN Co fixed wireless and satellite broadband services. Meanwhile, Telstra receives $270 million per annum to provide Australian homes and businesses with access to fixed line voice services (payphone) and standard telephone services.	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
Digital Connectivity Project: will deliver a place-based project that will expand community infrastructure, through improving current internet and mobile phone connectivity in identified remote communities in the Northern Territory. The project will also provide a strong complement to existing support services, including basic digital literacy support, and creating greater opportunities for digital service delivery. Importantly, the uplift in digital access and ability will provide entire communities with greater opportunities to access healthcare, employment, education, government and online services, entertainment and social connections.	Targeted	Department of Social Services	Pipeline
Prioritisation of Connectivity Investment in Remote Australia: a project to investigate gaps in telecommunications infrastructure and connectivity in remote First Nations communities by: linking population data; sorting highest populations with the worst connectivity; and checking if there are existing programs to fill the gaps to leverage connectivity.	Universal	National Disability Insurance Agency	Existing
Remote Indigenous Community Telecommunications (RICT) activity: provides services primarily to small remote First Nations communities not covered by the payphone component of the Universal Service Guarantee (i.e. communities with a permanent population less than 50 adults). In larger communities, the RICT activity provides a lower cost alternative to a standard Telstra payphone. Through the RICT, the NIAA funds the monitoring and maintenance of up to 301 Wi-Fi Telephones across Queensland, the Northern Territory, Western Australia and South Australia; 229 Community Telephones across the Northern Territory, Western Australia, and South Australia and 24 Wi-Fi Hubs across the Northern Territory, Western Australia and South Australia.	Targeted	National Indigenous Australians Agency	Existing
Community-wide Wi-Fi: extension of the Community-wide Wi-Fi program to at least 40 more discrete remote First Nations communities (>200 Indigenous population).	Targeted	NBN Co	Pipeline

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Community-wide Wi-Fi: modelled on the West Australian Tjuntjuntjara community Wi-Fi project, proof of concept with 4 discrete remote First Nations communities (>200 First Nations population) identified as digitally underserved, the NBN community-wide Wi-Fi project will deliver free high speed-broadband access right across the community.	Targeted	NBN Co	Existing
Regional Co-investment Fund: NBN Co is investing $300 million to help fund local broadband infrastructure projects to deliver high-speed broadband services to communities primarily in areas serviced by NBN Co's fixed wireless and satellite footprint. A $2.4 billion Investment over the next 4 years will enable an additional 1.5 million homes and businesses currently served by fibre to the node technology to upgrade to fibre to the premises. Around 660,000 premises are expected to be in regional areas. NBN Co is on track to enable speeds of up to 1 Gigabit per second to around 10 million homes and businesses by late 2025.	Universal	NBN Co	Existing
National Agent and Access Point (NAAP) program: provide assistance to individuals in rural, regional and remote Australia to access Centrelink, Medicare and other government services.	Universal	Services Australia	Existing

Access - New South Wales Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
COVID-19 Aboriginal Community Response grants: for community organisations to keep communities connected and respond to immediate needs, including funding digital inclusion components such as infrastructure, hardware, software, data and training.	Targeted	Aboriginal Affairs (NSW)	Existing
My Housing Online Services: a NSW Department of Communities and Justice personalised mobile phone app designed to allow clients with lower levels of digital literacy to access basic tenancy and application information.	Universal	Department of Communities and Justice (NSW)	Existing
Aboriginal Customer Engagement Strategy 2020 – 2025: was launched by the NSW Department of Customer Service in 2021. Service delivery (digital and face-to-face) will be designed in partnership with First Nations people to ensure they receive services and support in a culturally safe way.	Targeted	Department of Customer Service (NSW)	Existing

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Digital Hubs Grants pilot: in partnership with BlaQ Aboriginal Corporation, the Department of Customer Service will support Aboriginal Controlled Community Organisations to provide communities with culturally safe access to digital devices and digital support.	Targeted	Department of Customer Service (NSW)	Pipeline
Digital Inclusion Digital Device Vouchers: in partnership with BlaQ Aboriginal Corporation, the Department of Customer Service will explore opportunities to support First Nations people to stay connected through the transition to 4G/5G.	Targeted	Department of Customer Service (NSW)	Pipeline
Digital Inclusion Officer Level Working Group: was established in mid-2021 and is co-chaired by the Department of Customer Service and BlaQ, an Aboriginal controlled organisation and NSW Coalition of Aboriginal Peak Organisations representative. The working group is developing initiatives to meet Target 17 under the NSW Closing the Gap Implementation Plan, to achieve equal levels of digital inclusion for First Nations people by 2026. The working group has representation from other NSW Government Departments and agencies.	Targeted	Department of Customer Service (NSW)	Existing
Government Made Easy for Aboriginal People: aims to create a future state customer experience that encourages customers to self-identify as a First Nations person when transacting with the NSW Government by creating a supportive and transparent environment.	Targeted	Department of Customer Service (NSW)	Pipeline
Education's Schools Digital Strategy Rural Access Gap program: the NSW Department of Education's program addresses digital inequity in schools by providing teachers and students in rural and remote areas with access to digital devices and network connectivity.	Universal	Department of Education (NSW)	Existing
NSW Department of Education Distance and Rural Technologies team: assists students and schools with technologies to improve rural and distance education schooling.	Universal	NSW Department of Education	Existing
Mobile Blackspots Program: the NSW Telco Authority's program is improving mobile phone coverage across NSW, especially in regional areas.	Universal	NSW Telco Authority	Existing
Mobile Service Centres: the Service NSW bus travels to regional and remote areas of NSW to help people access services and payments.	Universal	Service NSW	Existing

Access - Victorian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Digital transformation of the Victorian Aboriginal Health Sector: working with the Victorian Aboriginal Community Controlled Health organisation (VACCHO) to understand the state of the sector's digital maturity and structural reform activity including embedding of telehealth, improved client and referral management systems and development of the Victorian Aboriginal Health Information System, labelled 'Deadly Data'.	Targeted	Department of Health (VIC)	Pipeline
Connecting Victoria: addresses digital connectivity gaps across the state to support economic and social development. Includes two key elements: the mobile connectivity component aims to address mobile black spots and areas of poor quality mobile coverage ($300 million over six years); and the Gigabit State Program (GSP) aims to deliver business-grade broadband improvements across the state ($250 million over four years).	Universal	Department of Jobs, Precincts and Regions (VIC)	Existing
COVID-19 Aboriginal Community Response and Recovery Fund: the Victorian Government provided grants to support First Nations organisations and communities to deliver place-based responses to local issues, including digital literacy for vulnerable community members, emergency relief in the form of mobile phone data and support for workforces to shift to online delivery of services.	Targeted	Department of Premier and Cabinet (VIC)	Existing
Engage Victoria: is a whole of Victorian Government consultation platform as a ready-to-use service. The platform aims to better support government agencies with their online public consultation processes with access to an up-to-date set of low cost, easy-to-use and compliant engagement tools and systems that are consistent across government.	Universal	Department of Premier and Cabinet (VIC)	Existing
Single Digital Presence: offers a single, trusted website for Victorian Government information to be published, consistent and easy to understand.	Universal	Department of Premier and Cabinet (VIC)	Existing

Access - Queensland Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Indigenous Knowledge Centres (IKCs): a Queensland public information hub and library owned and operated by Indigenous Shire Councils, with assistance provided by the Library Board of Queensland. The IKCs work in their communities to document and record local histories, stories and language as part of their collections. Further IKC services provided to communities may include (at the discretion of Council): loan of items; public access to information technology; public programs including the early literacy program First 5 Forever; family history research; and preservation of materials.	Targeted	Department of Communities, Housing and Digital Economy (QLD)	Existing
QCN Fibre: jointly owned by Powerlink and Energy Queensland, utilises spare capacity on the state's existing fibre network to sell affordable, wholesale backhaul (data transfer) capacity to Retail Service Providers and Internet Service Providers. This aims to impact on the structure and pricing provided to individuals, families, businesses and organisations, and to improve the quality of internet, reduce congestion and provide faster speeds for regional Queenslanders.	Universal	Department of Communities, Housing and Digital Economy (QLD)	Existing

Access - Western Australia Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Outpatient Reform Program: established in 2018, is a system-wide program of work that aims to position the WA Health system to provide timely, equitable, cost-effective and clinically appropriate access to outpatient care for public health care consumers. Key digital projects include: • **Digital Outpatient Project (DOP)**: will use a human centred design approach to address system level barriers to enable virtual care to become the regular mode of outpatient service delivery for appointments in both county and metropolitan areas, across all disciplines by 2029. DOP aims to deliver personalised, automated and digital services (both face-to-face and virtual) across the breadth of the outpatient continuum. • **Smart Referrals**: will deliver an end-to-end solution to digitise and modernise the external outpatient referral management and support submission of other key information into WA Health. This solution will be available for all referrers external to WA Health, including Aboriginal Medical Services (AMS), and allow for greater tracking and improved communication between referrers and WA Health. • **Manage My Care**: is WA Health's first patient facing app and web portal that allows patients and carers to track their public outpatient appointments and referrals at all WA health sites delivering outpatient services. Manage My Care provides users real-time visibility of their upcoming outpatient appointments, and digital notifications when appointments are booked or changed. The app was launched in 2020 and now has over 68,000 patients linked to accounts.	Universal	Department of Health (WA)	Existing
Telehealth Partnerships: a Western Australia Country Health Service (WACHS) ongoing initiative to establish and progress partnerships with AMS in several regions that support regional patient access to public health services via telehealth in community. WACHS Regional Telehealth Program provides telehealth appointment coordination and scheduling support to some AMS's as well as training and advice on use of WA Health approved videoconferencing solutions.	Targeted	Department of Health (WA)	Existing
Telehealth Workforce: a WACHS initiative in several regions to engage Aboriginal Liaison Officers (ALO) to support patients to access virtual healthcare appointments. ALO's provide patient coordination and support, inclusive locating, advising patient of telehealth appointments, and transporting patients to and from hospital if required.	Targeted	Department of Health (WA)	Existing

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Local Capability Fund (LCF) - Aboriginal Business Round: The LCF is designed to assist small and medium enterprises in Western Australia (WA) to increase their capability, capacity and competitiveness as suppliers of products, services and works to the WA Government, major projects and other important markets.	Targeted	Department of Jobs, Tourism, Science and Innovation (WA)	Existing
Community Resource Centres: serving 106 communities in regional Western Australia, many of which provide personal computers and free Wi-Fi for public internet access.	Universal	Department of Primary Industries and Regional Development (WA)	Existing
Digital Farm Grants Program: supports the widespread adoption of digital farm technologies to improve business and agricultural productivity by providing enterprise-grade digital connectivity for regional Western Australia.	Universal	Department of Primary Industries and Regional Development (WA)	Existing
eConnected Grainbelt: an initiative supporting ag tech and decision making tools at farm scale to improve productivity and share information.	Universal	Department of Primary Industries and Regional Development (WA)	Existing
Regional Telecommunications Project: expanding the mobile coverage footprint in regional Western Australia and piloting tailored community-scale Wi-Fi solutions in remote First Nations communities.	Universal	Department of Primary Industries and Regional Development (WA)	Existing
WA Regional Digital Connectivity Program: enabling the State to co-invest with the Commonwealth and industry for the continued expansion of mobile broadband and other digital connectivity solutions in regional, rural and remote areas across Western Australia.	Universal	Department of Primary Industries and Regional Development (WA)	Existing
Digital Inclusion Blueprint: the Western Australian Government worked in partnership with industry, community services and communities to deliver a Digital Inclusion Blueprint. The Blueprint will guide future government initiatives that address four key barriers to digital inclusion – connectivity, affordability, skills and design.	Universal	Department of the Premier and Cabinet (WA)	Existing
Ngaanyatjarra Lands Telecommunications Project: located in Western Australia, this project delivered a fibre optic network connecting six remote desert communities and included a broadband satellite solution to connect the remaining six outer communities and community-wide Wi-Fi in all sites.	Targeted	WA Government/Ngaanyatjarra Media/Ngaanyatjarra Council	Existing

Access - South Australian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Digital Connectivity Strategy: the strategy will include projects that will directly benefit rural, remote and First Nations communities.	Universal	Department of Premier and Cabinet (SA)	Existing
Online Accessibility Toolkit: providing a range of tools and information to create accessible online solutions.	Universal	Department of Premier and Cabinet (SA)	Existing

Access - Tasmanian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Tasmanian Government Free Public Wi-Fi: access to free public Wi-Fi for 30 minutes per device per day at over 170 hotspots around the state.	Universal	Department of State Growth (TAS)	Existing
Our Digital Future Strategy: provides the Tasmanian Government strategy for digital transformation with defined objectives and actions for community, economy and government.	Universal	Department of Premier and Cabinet (TAS)	Existing
Reducing the Digital Divide for Learners: through the Department of Education Tasmania, the Tasmanian Government has committed $3.93M over two years for 'Reducing the Digital Divide for Learners'. Funding was committed to bolster Information and Communications Technology (ICT) infrastructure for use by students in Tasmanian government schools. This investment will also be used to support whole of family connectivity, inclusion and digital literacy more broadly, leveraging the power of technology to support continuous and lifelong learning. Ensuring all students have access to this technology will ensure they have the opportunity to develop the skills and confidence they need to reach their full potential.	Targeted	Department of Education (TAS)	Existing
Regional Connectivity Fund: the Tasmanian government in partnership with Telstra and the Commonwealth Government are supplying wideband connectivity into 10 Tasmanian Regional Schools. The schools were prioritised based on their social economic status and data linked to the ADII and census. The program will also uplift the overall broadband capacity for the regions where the schools are located.	Universal	Department of Education (TAS)	Existing

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Great Eastern Drive Mobile Coverage Upgrade: the Tasmanian government has partnered with Optus to deliver 15 mobile phone towers to increase coverage to at least 95 per cent of the state's Great Eastern Drive, between Buckland and Binalong Bay.	Universal	Department of State Growth (TAS)	Existing

Access - Northern Territory Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Digital Territory Strategy: maps out a plan that highlights challenges and will enable Territorians to get the most out of the digital opportunities now and into the future.	Universal	Department of Corporate and Digital Development (NT)	Existing
Community Internet Service Project: providing free Wi-Fi hot spots in 46 remote communities in the NT.	Targeted	Department of Tourism and Culture – Libraries (NT)	Existing
Remote Small Cells (RESC) Program: providing mobile phone services to 20 remote communities in the NT.	Targeted	Department of Corporate and Digital Development (NT)	Existing

Access – Australian Capital Territory Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
ACT Vaccination Rollout Program: provision of digital and inclusive methods of enabling citizens to arrange for a COVID-19 vaccination booking at a government clinic. This includes the ability to select a booking in an Access and Sensory Pfizer COVID-19 vaccination clinic.	Universal	Department of Health (ACT)	Existing

Access - Non-Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Cape York Digital Network: enabling remote Cape York communities' access to online computer services and internet connectivity.	Targeted	Cape York Digital Network	Existing
Outback Connect: subscription business model based on supporting First Nations people in remote communities to access and navigate online services	Targeted	Outback Connect	Existing
Smith Family Learning for Life: The Smith Family provides Digital Inclusion Packs to families through their Learning for Life program. The packs include a digital device, internet connection, technical support and access to programs to improve digital literacy.	Universal	Smith Family	Existing
Telstra: has invested $300 million in the Mobile Black Spot Program and built around 930 new sites to improve coverage in regional and remote locations. Telstra has also funded the deployment of 200 small cells for regional community connectivity, as part of its contribution to the Mobile Black Spot Program.	Targeted	Telstra	Existing
Telstra: is investing $75 million from the partial sale of its towers business, which will be directed toward enhancing connectivity in regional Australia, guided by the recommendations of the Regional Telecommunications Independent Review Committee (RTIRC) 2021 Review.	Targeted	Telstra	Pipeline
Telstra: over seven years to the end of the financial year 2023 ,Telstra has invested $11 billion in the national mobile network with $4 billion of this invested in the regional mobile network.	Targeted	Telstra	Existing
Telstra: will have invested around $55 million and will deliver more than 130 projects to improve regional connectivity under the Regional Connectivity Programs 1 and 2.	Targeted	Telstra	Existing
Telstra's First Nations Connect Contact Centre: is dedicated to enquiries or reporting of faults from Indigenous communities around Australia.	Targeted	Telstra	Existing
Tranby National Indigenous Adult Education and Training: Tranby is Australia's oldest not-for-profit independent Indigenous education provider. They offer students engaged in online learning with digital packs, including a tablet and mobile data package.	Targeted	Tranby	Existing

Affordability - Australian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
School Students Broadband Initiative: providing up to 30,000 school students with free broadband for one year	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Existing
Commonwealth Telephone Allowance: assists welfare recipients with the costs of maintaining a telephone or internet service, and is administered through the welfare system as a supplement to primary payments.	Universal	Department of Social Services	Existing
Communities in Isolation Program and Community-wide Wi-Fi: providing free community Wi-Fi services powered by NBN Sky Muster™ Plus satellite services.	Universal	NBN Co	Existing

Affordability - Victorian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
VicFreeWiFi: the program undertook a competitive market engagement process to select an industry provider to establish and maintain a free public Wi-Fi network in selected locations. Networks have been established to not require users to input personal information, see ads or get pop-ups.	Universal	Department of Premier and Cabinet (VIC)	Existing

Affordability - West Australian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
A coordinated a program to **repurpose government technology** (e.g. iPads, laptops, iPhones) for identified cohorts including children in care and identified remote client groups.	Targeted	Department of Communities (WA)	Existing
A new and expanded program to **repurpose government technology** is being planned in close consultation with Department of Premier and Cabinet and other agencies.	Targeted	Department of Communities (WA)/Department of the Premier and Cabinet (WA)	Pipeline

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
It is intended that options for enabling affordable Internet access in social housing will be analysed and resulting solutions are to be considered within the **Western Australian Digital Inclusion** blueprint.	Universal	Department of Communities (WA)/Department of the Premier and Cabinet (WA)	Pipeline

Affordability - Tasmanian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Tasmanian Government Free Public Wi-Fi: access to free public Wi-Fi for 30 minutes per device per day at over 170 hotspots around the state.	Universal	Department of State Growth (TAS)	Existing

Affordability - Non-Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Adobe: software product licences to First Nations communities as part of their software and laptop donation program	Targeted	Adobe	Existing
Connecting Up and Infoxchange: the Connecting Up program supports not for profits and provides low cost software, hardware and online learning.	Universal	Connecting Up/Infoxchange	Existing
The Smith Family: the Digital Access Program provides low cost internet, devices and tech support to families.	Targeted	Smith Family	Existing

Digital ability - Australian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Scamwatch (and other consumer awareness initiatives including Little Black Book of Scams / Spam / Citizen ACMA / Think you Know/ Cyber.gov.au): information to consumers and small businesses about how to recognise, avoid and report scams.	Universal	Australian Competition and Consumer Commission	Existing
Consumer Digital Health Literacy Program: delivering a range of strategic projects to meet the workforce needs of key industries and occupations.	Universal	Australian Digital Health Agency	Pipeline
My Health Record Storybooks: created in collaboration with the Aboriginal Health and Medical Research Council of NSW and community stakeholders. Booklets are available for adults, parents, guardians and young people.	Universal	Australian Digital Health Agency	Existing
National Healthcare Interoperability Plan: supports safe, secure and quality healthcare through the National Healthcare Interoperability Plan where an ecosystem of connected providers share high quality data with easily understood meanings	Universal	Australian Medical Association	Existing
Digital Capability Framework for Workforce Skills project: initiated by the Australian Industry and Skills Committee, the project is developing a Framework that provides a common language for the description of digital skills, as well as a set of tools to identify the digital skills within Vocation Education and Training qualifications and emerging high demand digital skills.	Universal	Department of Employment and Workplace Relations	Pipeline
The Digital Technologies Hub: provides learning resources and services for teachers, students, school leaders and parents. It aims to support the implementation of quality Digital Technologies programs and curriculum in schools and to support after school activities. The Hub also leverages events and activities offered by education jurisdictions, industry and other providers.	Universal	Department of Education	Existing
Digital Skills Cadetship Trial: supporting innovative approaches to cadetships for digital career paths, to increase the number of Australians with digital skills.	Universal	Department of Employment and Workplace Relations	Pipeline
Digital Skills Organisation Pilot: shaping the national training system, testing innovative solutions to ensure that digital training meets the skills needs of employers and building Australia's digital workforce. Working on identifying skills needs, developing agile qualifications, and improving the quality of training delivery and assessment to provide the competitive edge needed in the global market.	Universal	Department of Employment and Workplace Relations	Existing
Skills for Education and Employment Program and Foundation Skills for Your Future Program: joint initiatives between the Department of Education and Department of Employment and Workplace Relations, to improve English language, literacy, numeracy and digital literacy (LLND) skills	Universal	Department of Employment and Workplace Relations	Existing

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Foundation Skills for Your Future Remote Community Pilots: the program is delivering foundation English Language, Literacy, Numeracy and Digital literacy (LLND) skills, training and assessment in four remote communities.	Universal	Department of Employment and Workplace Relations	Existing
Workforce Specialists: these organisations deliver a range of strategic projects to meet the workforce needs of identified key industries and occupations, connecting them to suitable job seekers in Workforce Australia provider and online services.	Universal	Department of Employment and Workplace Relations	Existing
Digital Solutions - Australian Small Business Advisory Services: small businesses around Australia can access individual support to develop their digital capabilities through the Digital Solutions program. The program offers small businesses low cost, high quality advice on a range of digital solutions to help them meet their business needs. In April 2020, the program was broadened to include general business support for small businesses impacted by the COVID-19 pandemic.	Universal	Department of Industry, Science and Resources	Existing
Digital Work and Study Service (DWSS): provides support for work and study to young people with mental illness, aged 15 to 25 years, via a digital platform.	Universal	Department of Social Service	Existing
Information, Linkages and Capacity Building (ILC): a program which aims to build inclusiveness and capacity, increase access, and create opportunities for people with a disability.	Universal	Department of Social Services	Existing
Be Connected: an initiative aimed at increasing the confidence, skills and online safety of older Australians. Be Connected will deliver a range of resources, including digital coaching, specifically for those aged 50 years and over, who have minimal or no engagement with digital technology.	Universal	Department of Social Services/eSafety Commissioner	Existing
Aboriginal and Torres Strait Islander Technology-Facilitated Abuse Resources Program: resources and training to support First Nations women to identify, report and protect themselves and their children from technology-facilitated abuse. Included a grants program for Aboriginal Community Controlled Organisations to develop culturally appropriate, place-based resources.	Targeted	eSafety Commissioner	Existing
Adult Online Abuse: targeted resources to support individuals and communities to address the issue of adult online abuse, including online hate,image-based abuse and tech abuse in family violence situations. Available in multiple First Nations languages.	Targeted	eSafety Commissioner	Existing
Be Deadly Online: learning resources that include lesson plans, animations and posters to address online safety issues such as bullying, reputation and respect. The resources have been developed with First Nations writers and voice actors.	Targeted	eSafety Commissioner	Existing

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
eSafety: has a vast array of education and prevention strategies, tailored programs, and reporting schemes to protect and support those most at risk of online harm. eSafety works closely with various communities across Australia to help gain a better understanding of their online experiences, to allow the delivery of meaningful support and help drive behavioural change.	Universal	eSafety Commissioner	Existing
Preventing Tech-based Abuse of Women Grants Program: Part of the Australian Government's commitment to improving the safety of Australian women and their children through the prevention of technology-facilitated gender-based violence. The program will be delivered from 2023 to 2028 with a total of $10 million available over at least three rounds.	Universal	eSafety Commissioner	Existing
Online Safety Grants Program: provides funding to non-government organisations to deliver practical, innovative online safety education and training projects targeted to children, young people and their communities, or training to those who work with them.	Targeted	eSafety Commissioner	Existing
Kinship CarersGuide: a targeted online safety guide for Kinship Carers and the children in their care, based on the practice of two-way learning.	Targeted	eSafety Commissioner	Pipeline
Technology-Facilitated Abuse Toolkits for Aboriginal and Torres Strait Islander Elders: supporting First Nations Elders to have conversations with their communities about technology-facilitated abuse and the sharing of fight videos.	Targeted	eSafety Commissioner	Pipeline
Your Online Journey app: an app and supporting training guide developed to meet the digital literacy and online safety needs of individuals with low digital confidence living in remote communities.	Targeted	eSafety Commissioner	Existing
Your Online Journey web resources: now available on eSafety's 'Connecting Safely' webpage for First Nations with a focus on online safety education for adults..	Targeted	eSafety Commissioner	Existing
Basic Online Safety Expectations (BOSE): sets out the Government's expectations for technology firms to help keep children safe online.	Universal	Department of Infrastructure, Transport, Regional Development, Communications and the Arts (led)/eSafety Commissioner (enforcement)	Existing
National Digital Health Strategy: Ongoing partnerships and collaborations with the National Aboriginal Community Controlled Health Organisation (NACCHO),the Affiliates and other stakeholders to design and deliver priority projects	Universal	Australian Digital Health Agency	Existing
Indigenous Higher Education Units (IHEUs): provide support for First Nations students to achieve academic success, including access to IT equipment and digital skills development.	Targeted	National Indigenous Australians Agency	Existing

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
NBN Online Skills Check and Resources: a version of NBN Co's Online Skills Check and Resource (OSCAR) tool, tailored for First Nations people.	Targeted	NBN Co	Existing

Digital ability - New South Wales Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Increase and provide adequate resources including support and infrastructure: TAFE NSW supports First Nations customers in remote and regional NSW to access the appropriate technology to engage in training and education.	Targeted	TAFE NSW	Existing
Training programs to build digital literacy: TAFE NSW provides accredited and non-accredited digital skills uplift programs addressing skills gaps identified by community.	Targeted	TAFE NSW	Existing
Digital Skills Uplift Program pilot: In partnership with BlaQ Aboriginal Corporation, the Department of Customer Service will support First Nations controlled digital organisations to work with Digital Hubs to develop and implement place-based technology skills uplift plans.	Targeted	Department of Customer Service (NSW)	Pipeline
Kimberwalli Aboriginal Centre of Excellence: a NSW Department of Education funded centre for young First Nations people in Western Sydney supporting the transition from school to further education. Kimberwalli has community event spaces and work areas, hot desks and Digital Labs offering state of the art technology and facilities to support innovation and enhance digital skills.	Targeted	Department of Education (NSW)	Existing
Tech Savvy Elders Pilot: the NSW Department of Communities and Justice has adapted the successful Tech Savvy Seniors program for First Nations Elders.	Targeted	Department of Communities and Justice (NSW)	Existing
Aboriginal Cadetship into ICT: TAFE NSW will provide supported career pathways for First Nations people into the ICT government sector. This project is in the consultation phase.	Targeted	TAFE NSW	Pipeline

Digital ability - Northern Territory Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Digital Territory Strategy: enabling Territorians to make the most of digital technology to build connections, reach their potential and succeed in a thriving digital economy.	Universal	Department of Corporate and Digital Development (NT)	Existing
Seniors Cyber Security Information: the Seniors Cyber Security Information Sessions aim to inform and upskill Territory seniors in how to use digital devices more safely and confidently.	Universal	Department of Corporate and Information Services (NT)	Existing

Digital ability - Queensland Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Advance Queensland - Deadly Innovation Strategy: provides a pipeline of digital technology and innovation opportunities, with more interactive support for First Nations businesses and innovators to create digital futures for First Nations peoples.	Targeted	Advance Queensland/ Department of Tourism, Innovation and Sport	Existing
Deadly Digital Communities Program: a community-based digital technology skills training program for First Nations peoples and communities across Queensland with the aim to increase digital literacy. An initiative of the State Library, and Telstra in partnership with Indigenous Knowledge Centres (IKC) and local councils. The program aims to help close the digital divide in Queensland by encouraging First Nations people, including in remote and regional communities, to develop digital literacy skills and use digital technologies to access health, social and financial services through their public library or IKC.	Targeted	Department of Communities, Housing and Digital Economy (QLD)	Existing
Digital Professional Workforce Action Plan: will establish a government and digital industry diversity program ensuring 100 placements over three years for neurodiverse people and First Nations peoples.	Targeted	Department of Communities, Housing and Digital Economy (QLD)	Existing
First Nations digital skills and employment pilot program in partnership with Microsoft: will provide up to 100 participants with pathways to a digital career within government or industry. This program supports placements with paid employment within a government or industry organisation and mentoring during study completion of a nominated digital course. This initiative directly aligns with the Digital Queensland: Digital Professional Workforce Action Plan 2020–24.	Targeted	Department of Communities, Housing and the Digital Economy (QLD)	Existing

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Digital Licence App: trialled in the Fraser Coast region during 2020, and is being delivered in Townsville in 2022. The trial is expected to be expanded across Queensland in 2023	Universal	Department of Transport and Motoring (QLD)	Existing

Digital ability - Tasmanian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Libraries Tasmania: provide the community with digital access and services to build digital capability.	Universal	Department of Education (TAS)	Existing
Digital Ready for Business: empowering Tasmanian businesses to take their next steps online with free digital business coaching, informative presentations and a resource-packed website.	Universal	Department of State Growth (TAS)	Existing
Digital Ready for Daily Life: aims to increase the online confidence and skills of Tasmanians experiencing high levels of digital exclusion.	Universal	Department of State Growth (TAS)	Existing

Digital ability - Western Australian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Mappa: a web-based health application, built by the Aboriginal Health Council of Western Australia (AHCWA) with the intent of improving the healthcare journey of people living in metropolitan, regional and remote communities. Mappa has a specific focus on First Nations people, providing comprehensive, reliable and culturally appropriate information about health service availability to health providers, patients and their communities free of charge utilising a geographic information system interface.	Targeted	Aboriginal Health Council of Western Australia	Existing

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Aboriginal History WA: the Aboriginal History Research Services (AHRS) at the Department of Local Government, Sport and Cultural Industries assists Aboriginal people with links to Western Australia (WA) to locate records relating to themselves and their ancestors. Working in partnership with First Nations communities and other stakeholders to connect people to their ancestry promote reconciliation and celebrate the richness of our shared history. Projects are designed to support ancestral research and improve access to WA's collections through online resources.	Targeted	Department of Local Government, Sport and Cultural Industries (WA)	Existing
eConnect: a service offered by the State Library of Western Australia to provide dedicated one to one support to help to build people's digital literacy skills and to connect with Government, business services and information online.	Universal	Department of Local Government, Sport and Cultural Industries (WA)	Existing
Storylines: a digital platform providing access to the State Library's heritage collections including photographs, oral histories, video recordings, and genealogical information to First Nations people. This platform also provides a safe place to store records of people, places and history where sensitive, secret or sacred information can be flexibly and responsively restricted or removed. Regular sessions with community groups help to connect more people with the online platform, enrich content and descriptions and enables the State Library to digitally repatriate collections to First Nations communities.	Targeted	Department of Local Government, Sport and Cultural Industries (WA)	Existing
ScamNet: collects data on the most prevalent scams targeting Western Australians to improve community awareness of online safety. ScamNet provides advice and information to consumers so they can learn to recognise different types of scams, and what to do when they encounter a scam. ScamNet also shares relevant information with law enforcement agencies to prevent future crimes.	Universal	Department of Mines, Industry Regulation and Safety, Consumer Protection (WA)	Existing
Technology to Enable the New Aboriginal Cultural Heritage Bill: developing an Integrated System solution to support the new Aboriginal Cultural Heritage Act, which will include mechanisms for increased access for First Nations people. This new ICT system is expected to enable First Nations groups to experience greater protection of heritage and transparency of the process, increased participation in Aboriginal cultural heritage decision making and direct access to the information held by government.	Targeted	Department of Planning, Lands and Heritage (WA)	Existing
Skillsets to support the development of digital skills through TAFE: the Western Australian Government has worked with stakeholders to establish new skill set to address digital inclusion for under-represented groups.	Universal	TAFE WA	Pipeline

Digital ability - South Australian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Digital Inclusion Strategy: it is intended that the strategy will include projects that will directly benefit rural, remote and First Nations communities.	Universal	Department of Premier and Cabinet (SA)	Existing

Digital ability - Victorian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Business Planning Tool: a web-based application that enables business operators to plan, track and learn by taking action, prioritising tasks and forming good habits. Focusing on behaviour change, the tool guides users through stages of their business journey, connecting them to Victorian Government programs and services to support capability uplift to achieve success.	Universal	Department of Jobs, Precincts and Regions (VIC)	Existing
Upskill My Business: connects Victorian business operators to a wide range of free short courses and online events from top education providers and industry experts, and helps them to find new customers, prepare for growth or plan for new market conditions.	Universal	Department of Jobs, Precincts and Regions (VIC)	Existing
Victoria Together: an online platform and social media channels that connect Victorians through creative online content. This platform is supporting Victorians' wellbeing during COVID-19, by enabling them to experience arts and recreational activities as high-quality digital experiences and creating income streams for Victorian content creators.	Universal	Department of Premier and Cabinet (VIC)	Existing

Digital ability - Non-Government and Collaborations

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Digital Literacy Hub: an Aboriginal Literacy Foundation initiative which aims to bring to one interactive, digital platform a range of assets, networks, libraries, schooling resources, tools and portals that will make the educational experience of First Nations students and their families simpler and more interactive.	Targeted	Aboriginal Literacy Foundation	Existing

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
eSmart Digital Licence and eSmart Media Literacy Lab: an online safety education program that teaches children positive behaviours and how to manage and respond to bad behaviour online.	Universal	Alannah and Madeline Foundation	Existing
Big hART's Project O Digital: encourages stronger digital inclusion and pathways into the digital economy for young women from North West Tasmania, particularly those from rural areas, low-income families and First Nations people.	Universal	Big hART	Existing
Council on the Ageing (COTA) Digital clinics and digital mentors: free peer-to-peer individual tech assistance to people over 50 to help get the most out of their digital equipment.	Universal	Council on the Ageing	Existing
Digi House: aims to improve the digital skills of social housing residents.	Universal	Digi House	Existing
Go Digi: a national four year digital literacy programme with the goal of supporting more than 300,000 Australians to improve their digital skills. First Nations communities are a key focus group for the initiative.	Universal	Infoxchange/Australia Post	Existing
Safe Sisters: a fellowship program for women, human rights defenders, journalists or media workers and activists, that trains them to be able to understand and respond to the digital security challenges they face in their work and daily life.	Universal	Internews/DefendDefenders	Existing
Many Rivers Microfinance: provided First Nations organisations with access to up to date digital devices and related technology along with technical support	Targeted	Many Rivers Microfinance	Existing
Digital Trakz: a digital resource to help First Nations young people to assist them to respond to teasing and bullying.	Targeted	Menzies School of Health Research Centre/ NT Public Health Network	Existing
Healthy Country AI: The program brings together the North Australian Indigenous Land and Sea Management Alliance (NAILSMA) and CSIRO, in collaboration with Telstra Foundation, Microsoft, the Australian Government's National Environmental Science Program (NESP) Resilient Landscapes Hub and the Women in STEM and Entrepreneurship program. The program trains First Nations rangers to use AI driven software, drones, and other digital technologies to monitor and adaptively manage their Country.	Targeted	NAILSMA/CSIRO/NESP/ Telstra Foundation/ Women in STEM & Entrepreneurship	Existing
CyberSafety - An Interactive Guide To Staying Safe On The Internet: free modules on cyber-safety delivered by InformED.	Universal	Open Colleges	Existing
Tech Savvy Seniors Program: helps build the skills and confidence to use computers, tablets and smart phones.	Universal	Telstra	Existing

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Mobile My Way: a consumer education program, funded by Telstra and delivered by the Centre for Appropriate Technology (CfAT) in remote communities in the Northern Territory that have had new telecommunications infrastructure connected.	Targeted	Telstra / CfAT	Existing
Community Service Program: Telstra has partnered with First Nations Media Australia (FNMA) to deliver digital literacy programs across 21 communities.	Targeted	Telstra/FNMA	Pipeline
inDigiMOB: delivered by First Nations Media Australia (FNMA) and funded by Telstra. The program aims to bridge the digital divide for remote communities in the Northern Territory through forming partnerships with communities and local organisations and making available a suite of resources that communities can take advantage of according to their needs. These resources include technical, training and infrastructure support around digital technology and the online world.	Targeted	Telstra/FNMA	Existing
CyberUP: help for small and medium businesses in all Tasmanian industry sectors to understand and manage their cyber risks and prevent online attacks on their staff and business.	Universal	The Project Lab	Existing
WA Digital Inclusion Project: Seven key initiatives including training frontline community service workers to deliver programs for digitally disadvantaged people to safely and effectively use online services. This includes working with 25 partner organisations to establish training programs for 100,000 digitally disadvantaged people.	Universal	Western Australian Council of Social Service	Existing

Data - Australian Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
National Aboriginal and Torres Strait Islander Health Survey: will be undertaken in 2022-23 and includes statistics on long-term health conditions, disability, lifestyle factors, physical harm and use of health services.	Targeted	Australian Bureau of Statistics	Pipeline
Data Development Plan (DDP): developed by the Data and Reporting Working Group (DRWG) across 2021-22. The DDP outlines and prioritises the data development actions under Closing the Gap socio-economic outcome, to ensure a richer array of high-quality data sources are attached to it, in the long term and life of the National Agreement	Targeted	National Indigenous Australians Agency	Existing

Data - New South Wales Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Research and Evaluation Project: in Partnership with BlaQ Aboriginal Corporation, the Department of Customer Service will undertake research, engagement, and evaluation to understand current levels of digital inclusion. The project will establish a NSW baseline, ongoing measurement of digital inclusion, and build a framework to track progress.	Targeted	Department of Customer Service (NSW)	Pipeline

Data - Non-Government

Activity and short description	Universal/ Targeted First Nations (target audience)	Responsible Agency	Existing/Pipeline
Talking Telco website: this provides information delivered in First Nations languages, on a range of telecommunications topics including internet, mobile, home phone, and digital safety.	Targeted	Australian Communications Consumer Action Network	Existing
Mapping the Digital Gap: the ARC Centre of Excellence for Automated Decision Making and Society is conducting a four-year research project, Mapping the Digital Gap 2021-2024 which will enable comparison with national results collected for the Australian Digital Inclusion Index (ADII), and measurement and tracking of the digital gap for remote First Nations communities. The project is funded by Telstra.	Targeted	Telstra/RMIT	Existing
The Australian Digital Inclusion Index (ADII): The ADII tracks and reports on digital inclusion in Australia. Since 2021, the ADII data has been based on the Australian Internet Usage Survey (AIUS) designed and undertaken by the research team at the ARC Centre of Excellence for Automated Decision Making and Society (ADM+S) with funding partner Telstra. The 2023 ADII dashboard and report also incorporates survey results from ten remote First Nations communities as part of the ADM+S Mapping the Digital Gap research project. The ADII now provides a means of measuring the scale and nature of the digital gap by remoteness categories - urban, regional, remote and very remote - as well as by the three dimensions of digital inclusion - Access, Affordability and Digital Ability. There are still relatively small sample sizes for First Nations people in urban and regional Australia, with consideration needed to expand this sample to effectively measure and track the digital gap nationally.	Universal	Telstra/RMIT/Centre for Social Impact/Swinburne	Existing

Text alternative for Figure 2: First Nations Digital Inclusion Plan Framework

1. Principles for Design

- Place-based
- Co-ordinated
- Co-design
- Fit for Purpose.

2. Pillars for Action

Access

- Existing actions
- Pipeline actions
- Priorities for further work

Affordability

- Existing actions
- Pipeline actions
- Priorities for further work

Digital ability

- Existing actions
- Pipeline actions
- Priorities for further work

3. Data

- Measuring improvements in digital inclusion for First Nations people.

4. Partnerships and Accountability

- First Nations Digital Inclusion Stakeholder Forums supporting leadership in digital inclusion
- First Nations Digital Inclusion Advisory Group

5. Strategic Links

- Aboriginal and Torres Strait Islander Voice
- National Agreement on Closing the Gap
- State and Territory Initiatives.

6. Outcomes

- Improved digital inclusion outcomes for Indigenous Australians.

Back to Strategic Framework